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BEFORE THE ARIZONA CORPORATION COMMISSION

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**IN THE MATTER OF U S WEST
COMMUNICATIONS, INC.'S
COMPLIANCE WITH § 271 OF THE
TELECOMMUNICATIONS ACT OF
1996**

Docket No. T-00000A-97-0238

**QWEST'S BRIEF AND STATUS
REPORT REGARDING CHANGE
MANAGEMENT**

Qwest Corporation submits this brief regarding change management issues and status report regarding its collaboration with CLECs to redesign Qwest's Change Management Process ("CMP").¹

I. INTRODUCTION

As demonstrated below, Qwest's current change management process satisfies each of the factors considered by the Federal Communications Commission ("FCC") in evaluating Checklist Item 2 compliance. Thus, Qwest meets the requirements of Section 271 because it provides nondiscriminatory access to OSS and provides competitors with a meaningful

¹ Qwest circulated a draft of the status portion of this report to the CLECs that participate in the CMP redesign effort to allow them to comment on its content. Eschelon provided extensive comments at a more granular level of detail than this report generally contains. WorldCom also provided some comments. Some of the Eschelon and WorldCom comments were incorporated into this report. The full text of the Eschelon and WorldCom comments is contained in the redlined version of the draft report that is attached as Exhibit D.

opportunity to compete.² Qwest's change management procedures also will be incorporated into its SGAT (Section 12.2.6 and Exhibit G).³

II. QWEST'S CMP SATISFIES THE CHECKLIST ITEM 2 REQUIREMENTS.

In evaluating BOC change management plans under Checklist Item 2 of Section 271, the FCC has relied on the following factors: (1) that information relating to the change management process is clearly organized and readily accessible to competing carriers; (2) that competing carriers had substantial input in the design and continued operation of the change management process; (3) that the change management plan defines a procedure for the timely resolution of change management disputes; (4) the availability of a stable testing environment that mirrors production; and (5) the efficacy of the documentation the BOC makes available for the purpose of building an electronic gateway.⁴

The FCC has also examined whether a BOC has demonstrated a "pattern of compliance" with its own change management plan and whether it has provided adequate technical assistance to CLECs in using the BOC's OSS.⁵ Qwest's stand-alone test

² *Arkansas/Missouri 271 Order*, Appendix D, at ¶ 40.

³ For purposes of the change management workshop, Qwest has attached a version of the Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework in which it has accepted the redlined changes, omitted the notes and comments in the text, and made some formatting changes. This version of the document is attached as Exhibit E.

⁴ *Joint Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance Pursuant to Section 271 of the Telecommunications Act of 1996 To Provide In-Region, InterLATA Services in Arkansas and Missouri*, CC Docket No. 01-194, Memorandum Opinion and Order, FCC 01-338 (rel. Nov. 16, 2001) ("*Arkansas/Missouri 271 Order*"), Appendix D, at ¶ 42, citing *Bell Atlantic New York Order*, 15 FCC Rcd at 4002-004 (footnotes omitted).

⁵ *Arkansas/Missouri 271 Order*, Appendix D, at 40; see also *Application of Verizon New England Inc., Bell Atlantic Communications, Inc. (d/b/a Verizon Long Distance), NYNEX Long Distance Company (d/b/a Verizon Enterprise Solutions) And Verizon Global Networks Inc., for*

environment and the documentation and technical assistance it provides to CLECs for the purpose of building electronic gateways are being evaluated as part of the OSS test and are not within the scope of the upcoming change management workshop.

As demonstrated below, Qwest's current change management process satisfies each of these factors.

A. Information relating to the Change Management Process is Clearly Organized and Readily Accessible to CLECs.

The governing process for change management is contained in a single document that has been, and is currently, the subject of extensive discussion, comment, and revision through collaboration between Qwest and the CLECs. Given the extensive CLEC participation in this process, the collaborative effort will resolve any and all issues regarding the clarity and accessibility of the change management materials.

Qwest maintains a website that sets forth the current change management process, including the method for proposing and processing CLEC-originated and Qwest-originated OSS interface change requests and CLEC-originated product and process change requests.⁶ Those procedures are set forth in the Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework, which, as more fully discussed below, contains agreements reached through extensive negotiations between the CLEC community and Qwest regarding the

Authorization to Provide In-Region, InterLATA Services in Massachusetts, CC Docket No. 01-9, Memorandum and Opinion Order, FCC 01-130 (rel. Apr. 16, 2001) ("*Massachusetts 271 Order*"), ¶ 103, citing *Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance Pursuant to Section 271 of the Telecommunications Act of 1996 To Provide In-Region, InterLATA Services In Texas*, CC Docket No. 00-65, Memorandum and Opinion Order, FCC 00-238 (rel. June 30, 2000) ("*SWBT Texas Order*"), 15 FCC Rcd at 18404, ¶ 108.

⁶ The Qwest change management website can be found at the following URL:
<http://www.qwest.com/wholesale/cmp/index.html>.

redesign of Qwest's change management process.⁷ The change request process provides that all change requests are presented to the CLEC community for discussion and modification at monthly meetings of CLEC and Qwest representatives.⁸

The website also includes a wealth of other information about the change management process. For example, the website (1) contains a listing of the change requests, their status, and a complete history of the action taken on each request, including minutes of meetings between the CLEC originator and Qwest; (2) sets forth the schedule for systems and product/process change management meetings; and (3) provides a link to OSS documentation and a list of releases notifications relating to that documentation.

B. CLECs have Substantial Input in the Design and Continued Operation of the Change Management Process.

CLECs currently have substantial opportunities for meaningful input into Qwest's change management process. Qwest and the CLECs jointly participate in a forum (the Change Management Process or "CMP") for managing changes related to Qwest's products, processes, and systems that support the five categories of OSS functions (pre-ordering, ordering, provisioning, maintenance and repair, and billing). Since September 1999, CMP meetings have taken place at least once each month. Beginning in October 2001, in response to the CLECs' request, Qwest expanded the monthly CMP meeting to devote a full day to OSS

⁷ See Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework, which can be found at the following URL: <http://www.qwest.com/wholesale/cmp/redesign.html>.

⁸ CLEC change requests now are being posted to the website. Qwest-initiated change requests will be posted to the website by the end of this year. The change management website includes a link to a form that allows CLECs/Qwest to submit change requests to Qwest electronically. See Product/Process and Systems links listed under Change Requests at the following URL: <http://www.qwest.com/wholesale/cmp/index.html>. Qwest updates and maintains a database that

interface issues and a full day to product and process issues. In addition, as discussed below, Qwest and the CLECs meet regularly on CMP redesign. The schedules, agendas, and minutes of these meetings are posted on the Qwest CMP website.

Qwest's current change management process, which includes elements that have already been implemented as a result of the CLEC-Qwest CMP redesign effort (discussed below), sets forth detailed procedures for managing changes to Qwest's systems, documentation, wholesale products, and processes by which CLECs conduct business with Qwest. Qwest provides CLECs with timely change management notification and documentation for changes pursuant to mutually agreed-upon timelines and intervals. The process expressly provides for CLEC input in the form of discussion regarding all change requests (including those initiated by Qwest) at the monthly meetings, and the opportunity to discuss, clarify, and comment on Qwest's responses to change requests.⁹ By agreement of the parties, the redesign team decided to address systems issues first and product/process issues second. Virtually all of the systems issues have been resolved, and Qwest has implemented interim procedures for products and processes while the team negotiates those issues.¹⁰ Qwest's change management

tracks the progress of each specified change, reports changes systematically using change request numbers, and uses these same numbers in communications with CLECs to identify specific changes.

⁹ Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework at 12-20. By agreement of the parties, the redesign team decided to address systems issues first and product/process issues second. The systems issues have been resolved, and Qwest has implemented interim procedures for products and processes while the team negotiates those issues. *See* Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework at 12-17 (CLEC-Qwest OSS Interface Change Request Initiation Process) and 18-20 (CLEC Product/Process Change Request Initiation Process); Interim Qwest Product/Process Change Management Process, which can be found at the following URL: <http://www.qwest.com/wholesale/cmp/redesign.html>

¹⁰ *See* Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework at 12-17 (CLEC-Qwest OSS Interface Change Request Initiation Process) and 18-20 (CLEC Product/Process Change Request Initiation Process); Interim Qwest Product/Process Change Management Process, which can be found at the following URL: <http://www.qwest.com/wholesale/cmp/redesign.html>.

process also sets forth the process and timeline for the introduction and retirement of OSS interfaces and changes to existing OSS interfaces, including implementation timelines that expressly provide for written CLEC input.¹¹ Qwest also employs versioning for its IMA interface, meaning that it maintains a prior version of a software release for some time after implementing a new version, so that CLECs need not switch to the newer version immediately.¹²

In sum, Qwest's current change management process, including elements that have been implemented as a result of the redesign effort, provides for substantial CLEC input into design and operation of the process.

Qwest's commitment to improving its change management process through a collaborative redesign process, begun in July 2001, only adds support to this conclusion. This effort provides an opportunity for CLECs and Qwest jointly to re-design the CMP by expanding its scope, developing and documenting more detailed processes, improving notification intervals, and establishing meeting standards. The redesign process operates on a parallel track with Qwest's ongoing change management process described in the preceding paragraphs. Qwest filed a status report on the progress of the redesign process with the Commission on October 10, 2001 ("October 10 Status Report"). The current status of the redesign process is set forth in section III, below.

¹¹ Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework at 21-45.

¹² See *Massachusetts 271 Order*, ¶ 107 (the FCC has "found versioning very useful to a BOC's demonstration that its change management process affords competing carriers a meaningful opportunity to compete because it 'ensures that system changes and enhancements do not adversely affect a carrier's ability to access the BOC's OSS'" (quoting *SWBT Texas Order*, 15 FCC Red at 18408, ¶ 115)).

As more fully discussed in section III below, the CLEC/Qwest redesign team agreed to begin with OBF Issue 2233, version 1, as a starting point for negotiating the redesigned change management procedures. To date, a number of major sections have been negotiated and base-lined, as reflected in the Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework. These include CMP Escalation and Dispute Resolution Processes, CLEC and Qwest Originated OSS Interface Change Request Initiation Processes, CLEC Originated Product/Process Change Request Initiation Process, Changes to Existing OSS Interfaces, Introduction and Retirement of OSS Interfaces, Interface Testing, and Meetings. Qwest has implemented each section, as it is agreed to, as promptly as possible.

Significantly, the parties to the redesign process have already agreed that even after negotiations are completed, there will be provisions under the CMP to manage changes to the CMP.¹³ The parties understand that the CMP is a living process that will be subject to ongoing improvements.

C. The Change Management Process Defines a Procedure for the Timely Resolution of Change Management Disputes.

Qwest's change management process contains escalation and dispute resolution procedures, which were developed collaboratively with and agreed upon by the CLECs.¹⁴ At the CLECs' request, the escalation process has been streamlined, and now offers CLECs a

¹³ Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework at 7. *See also* discussion of the dispute resolution process, *infra*.

¹⁴ Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework at 67-69.

single point of contact for a given issue. The Qwest single point of contact is responsible for providing a final binding position regarding the escalated issue.¹⁵

If an impasse develops, a CLEC or Qwest may bypass the escalation process and immediately invoke the dispute resolution process.¹⁶ If the parties agree, the dispute can be resolved through an alternative dispute resolution process; alternatively, a CLEC or Qwest may submit the issue to an appropriate regulatory agency. In addition, Qwest and the CLECs have agreed to procedures for voting and impasse resolution that apply to the redesign effort itself.¹⁷

D. Qwest has Demonstrated a Pattern of Compliance with its Change Management Procedures.

Qwest has demonstrated a pattern of compliance with its change management procedures. In Qwest's processing of change requests, it has met its obligations with regard to the following: conducting meetings to clarify CLEC change requests; tracking and documenting the status of change requests; providing responses to CLEC change requests; discussing responses during the monthly CMP meetings; modifying responses based on CLEC input when appropriate; and providing CLECs with web-based access to change requests and related documentation. Qwest also has met its obligations to hold regular CMP meetings; to provide meeting materials in advance the meetings; and to record meeting discussion, action items, and issues. Further, Qwest has developed and maintains a CLEC and

¹⁵ Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework at 69.

¹⁶ Interim Draft Master Red-lined CLEC-Qwest CMP Redesign Framework at 70-71.

¹⁷ CMP Re-design Procedures for Voting and the Impasse Resolution Process, which can be accessed at the following URL: <http://www.qwest.com/wholesale/cmp/redesign.html>.

Qwest CMP Point of Contact list.¹⁸ In addition to demonstrating a pattern of compliance with its change management procedures, Qwest also has established a pattern of quickly implementing the agreements reached in the redesign process.

Qwest has already implemented the following CMP agreements:

- standard naming convention for the website and formal notifications;
- website improvements relating to design and search capabilities;
- escalation and dispute resolution processes;
- OSS interface 12 month development view;
- CLEC/Qwest initiated OSS interface change request process;
- CLEC/Qwest initiated product/process change request process; procedures for showing revisions product catalog and technical publications;
- separate full day systems and product/process sessions in monthly meetings;
- CLEC prioritization of OSS interface change requests initiated by Qwest; process and timeline for introduction of new OSS interface;
- process and timeline for changes to existing application-to-application and graphical user interfaces; and process and timeline for retirement of OSS interface.

III. STATUS OF QWEST/CLEC REDESIGN EFFORT

Qwest and the CLEC community are continuing to redesign the CMP to address key concerns regarding the process raised by CLECs in the CMP over time, as well as in the section 271 workshops regarding Qwest's change management process.¹⁹ Qwest appreciates and commends the CLECs' continued active participation in these working sessions. CLEC representatives and Qwest have held eight full days of meetings since the last status report was filed. In addition, discussions about redesign issues have been held in separate

¹⁸ One of the PIDs established by the TAG will measure timeliness of Qwest's release notifications (PO-16). Data on this PID should be available in December or January.

conference calls.

As a general matter, the parties agreed to address systems issues first, then address product and process issues. The redesign process has resulted in the parties agreeing on interim solutions pending final approval on many issues. Further revisions may be made based on the interim implementation of processes.

In the first status report, filed October 10, 2001, Qwest noted that these issues included the scope of CMP, escalation and dispute resolution processes for the CMP, interim processes for change requests ("CRs") to be submitted by CLECs and Qwest for systems issues, and CRs to be submitted by CLECs relating to product and process issues. Since then, the parties have reached agreement on exception processing for OSS interfaces, product and process changes; OSS interface change request initiation process; process for introduction of a new OSS interface; process for changes to existing OSS interfaces; process for retirement of an OSS interface; and process for interface testing.

A. Agreements Reached are Tracked in the Interim Draft Master Redlined Document.

The parties agreed to use the OBF's Issue 2233 version 1 as a starting point for discussion and a working document. However, Issue 2233 version 1 does not contemplate that changes relating to products and processes would be subject to the change management process and, therefore, Issue 2233 version 1 relates to OSS changes only. Nonetheless, Qwest has agreed to develop change management processes for products and processes. Therefore, the CMP participants will create language in the working document to address product and process changes.

¹⁹ Qwest has established a website where it has posted the redesign minutes and other

Qwest is tracking the parties' agreements in that document, which is entitled "Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework." A copy of this document, reflecting agreements reached through the November 27-29, 2001 meeting, is attached hereto as Exhibit A. The parties have not agreed to all of the text in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework. For ease of reference, the portions of this document that represent the parties' agreements are formatted in regular typeface, while the portions of the document that have not yet been discussed appear in italic font.

As noted previously, the terms "interim" and "draft" have special significance as they are used in the document title, "Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework." The agreements presented in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework are interim agreements in that the parties agreed that Qwest can implement those agreements as soon as practicable. At the same time, the agreements remain in draft form because they are subject to change throughout the redesign process. At the end of the redesign process, the parties will review the document as a whole and make necessary changes to ensure that the discrete agreements reached regarding different issues fit together into a cohesive and integrated whole. This review will include a comparison of the agreed language to existing CMP documentation, OBF's Issue 2233 version 1, the Colorado Issues List, and the redesign team's issue and action item log to ensure that all relevant issues have been addressed.

The parties have now reached agreement in principle on an OSS interface change request ("CR") initiation process, which provides that Qwest and CLECs both submit CRs to request changes to OSS interfaces. Both Qwest-initiated and CLEC-initiated OSS interface

materials. The website address is www.qwest.com/wholesale/cmp/redesign.

CRs follow the agreed process. The process provides that Qwest will hold a clarification meeting to ensure that the intent of the CR is clear. All OSS interface CRs will be discussed and modified, if necessary, at the monthly CMP meetings. This process is incorporated in Exhibit A.

The parties have also reached agreement in principle on processes for the introduction of a new OSS interface, changes to an existing OSS interface, and retirement of an OSS interface. Each of these processes sets forth an agreed timeline for advance notification to CLECs and the opportunity for CLECs to provide input regarding new OSS interfaces, changes to existing OSS interfaces, and retirement of OSS interfaces. These processes are incorporated in Exhibit A.

The agreed implementation timeline for changes to an existing application-to-application OSS interface provides, among other things, for Qwest to provide to CLECs draft technical specifications containing the information CLECs need to code the interface at least 73 calendar days prior to implementing a release, and affords the CLECs eighteen (18) calendar days from the initial publication of the draft technical specifications to provide written comments and/or questions relating to that documentation. Qwest will respond to CLEC comments and/or questions and sponsor a walk through meeting where CLECs' subject matter experts can ask questions of Qwest's technical team regarding specific requirements. Qwest will provide final release requirements at least forty-five (45) calendar days in advance of the implementation date. Qwest will also provide a thirty (30) day test window for any CLEC that desires to jointly test with Qwest prior to the implementation date. The parties have also reached agreement on interface testing for application-to-application interfaces. Qwest will provide a separate CLEC test environment for testing of transaction-

based application-to-application interfaces, in addition, test files for batch/file interfaces such as billing interfaces. CLECs may perform initial implementation testing and migration testing. Initial implementation testing allows a CLEC to test new transactions for which it has not been through testing prior to production. Migration testing affords a CLEC the opportunity to test the technical specifications of the latest release from the previous version before moving from one version to the next version.

B. Issues Discussed in CMP Redesign Meetings.

In the meetings to date, the parties' discussions have touched on a wide range of issues. The redesign team maintains an issue and action item log that tracks issues that are raised to ensure that they are resolved. Copies of the meeting minutes from the July 11 through September 20, 2001 meetings were attached to the prior status report. Copies of the meeting minutes for the October 2, 3, 16, 30, 31, and November 1 and 13, 2001 meetings are attached here to as Exhibit B. Specifically, the parties have addressed the following issues on the Colorado Issue Log for Workshop No. 6 (1st Session), Section 12, General Terms and Conditions, CICMP, BFR, June 19-22, 2001.

Clarity and accessibility of Qwest CICMP documents (Issue CM-1). The parties have discussed the need and ability to clarify and make available Qwest's CMP documents. Qwest has agreed to CLEC requests to enhance the design of the CMP website to increase ease of navigation and locating specific documents.

Definition and adequacy of Qwest's escalation and dispute resolution process (Issue CM-2). The parties have discussed and agreed upon an escalation and dispute resolution process for the CMP. Those processes are set forth at pp. 64-68 of Exhibit A. As

described above, these agreements will remain in draft form until the conclusion of the redesign process in order to allow for any necessary adjustments.

Five categories of changes in SBC documents (Issue CM-3). While the parties have not fully discussed or reached agreement on the categories of changes to be included in Qwest's CMP, Exhibit A includes four of the five categories of system changes included in SBC's documents. Those categories are listed in Exhibit A under the heading "Types of Change." Qwest has already implemented these four categories of changes in its OSS CMP process. The fifth category of changes, "Production Support," is not currently listed as a type of change in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework because the parties have not concluded discussions regarding Qwest's production support proposal. However, the parties made significant progress developing the process during the November 27 CMP redesign working session.

Performance measurements for change management (Issue CM-4). To date, the parties to the TAG have agreed upon a new performance measurement, PO-16, which measures timeliness of release notifications.

Repair process subject to change management (Issue CM-5). Qwest has committed to including repair processes in CMP. The parties' agreement on the scope of the CMP reflects that commitment. *See* Exhibit A at pp. 5-7.

Frequency of scheduled CICMP meetings (Issue CM-6). The parties have agreed that CMP will be conducted on a regularly scheduled basis, at least on a monthly basis. At the CLECs' request based on the volume of issues to be addressed at these monthly forums, Qwest agreed to change the monthly forum format to include two separate full day meetings,

with one full day dedicated to system CMP issues and one full day dedicated to product and process CMP issues, to allow for more substantive discussion.

Qwest-generated CRs (Issue CM-7). Qwest has committed to submit Qwest-originated CRs for changes to OSS interfaces, which are defined in the Interim Draft Master Redline CLEC-Qwest CMP Re-design Framework as "existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users."

Proprietary CR (Issue CM-8). Exhibit A currently does not contain provisions for proprietary CRs. The parties have not discussed whether to include proprietary CRs in the process.

EDI draft worksheet availability (Issue CM-9). The parties have agreed to an implementation timeline for changes to an existing application-to-application OSS interface, which includes a requirement for Qwest to provide to CLECs draft technical specifications containing the information CLECs need to code the interface at least 73 calendar days prior to implementing a release, affords the CLECs an opportunity to provide written comments and/or questions relating to that documentation, and requires Qwest to provide final release requirements at least forty-five (45) calendar days prior to the implementation date. Qwest will also provide a thirty (30) day test window for any CLEC that desires to jointly test with Qwest prior to the implementation date.

Whether CLECs have had input into the development of the CMP (Issue CM-10). CLECs that are Core Team members are actively participating in the redesign meetings. Currently, the Core Team consists of Qwest and nine (9) CLEC entities that consistently and

actively negotiate changes to the CMP. The CLEC entities are: Allegiance Telecom, AT&T, Avista, Covad Communications, Eschelon Telecom, Integra, SBC Telecom, Sprint and WorldCom. Other CLEC participants occasionally join and participate in these meetings.

WCom not allowed to vote on EDI CRs (Issue CM-12). This issue has not yet been addressed in the redesign meetings.

Scope of CMP (Issue CM-13 and 16). The parties have reached agreement regarding the definition of the scope of the CMP, which is set forth in the Interim Draft Master Redlined CLEC-Qwest CMP Re-design Framework. *See Exhibit A, Introduction and Scope, at pp. 5-7.*

Whether Contents of Exhibit G should be included in SGAT (Issue CM-14). Qwest has conceded this issue, and the parties to the redesign effort have discussed revisions to SGAT Section 12.2.6. Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph. Qwest's proposal regarding Section 12.2.6 is attached as Exhibit C to Qwest Corporation's Report on the Status of Change Management Process Redesign filed on October 10, 2001.

Whether Contents of Exhibit H should be included in SGAT (Issue CM-15). Qwest has conceded this issue, and the parties to the redesign effort have discussed revisions to SGAT Section 12.2.6. Qwest has made some changes to Section 12.2.6 at the request of CLECs, but the parties have not agreed upon the language in the entire paragraph. Section 12.2.6 refers to just Exhibit G, because Exhibit H (the escalation process) is now included within Exhibit G. Qwest's proposal regarding Section 12.2.6 is attached as Exhibit C to Qwest Corporation's Report on the Status of Change Management Process Redesign filed on October 10, 2001.

Processes for notification of CLECs and adequacy of process (Issue CM-17). The parties have reached preliminary agreement regarding various notification processes, but have not reached final agreement on all notification processes. The parties have also reached agreement on the basic categories of notifications and a naming convention for Qwest's CLEC notifications.

Documents described and as yet unidentified or unknown, which include the change request prioritization process and other links (Issue CM-18). Prioritization, which determines via the parties' ranking which CRs are implemented in a release, is currently being discussed to determine viable solutions. The redesign team has begun to discuss the change request prioritization process for systems, but has not yet reached final agreement.

C. Schedule for Remaining Redesign Discussions.

The schedule of upcoming meetings, including proposed subjects, is attached as Exhibit C and is subject to change based on the progress made by the parties.

IV. CONCLUSION

In conclusion, Qwest's change management process fully satisfies the requirements of Section 271 because it provides nondiscriminatory access to OSS and provides competitors with a meaningful opportunity to compete. Further, Qwest appreciates the time and effort the CLECs have devoted to participating in and providing substantial input to the redesign of Qwest's CMP.

Dated this 30th day of November, 2001.

Respectfully submitted,

QWEST CORPORATION

By: 

Timothy Berg
Theresa Dwyer
FENNEMORE CRAIG, P.C.
3003 North Central Ave., Suite 2600
Phoenix, Arizona 85012-2913
(602) 916-5421
(602) 916-5999 (facsimile)

Beth Woodcock
PERKINS COIE
1899 Wynkoop
Suite 700
Denver, Colorado 80202

Attorneys for Qwest Corporation

**ORIGINAL +10 copies filed this 30th day
of November, 2001, with:**

Docket Control
ARIZONA CORPORATION COMMISSION
1200 West Washington
Phoenix, AZ

COPY of the foregoing delivered this day to:

Maureen A. Scott
Legal Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

Ernest G. Johnson, Director
Utilities Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

Lyn Farmer, Chief Administrative Law Judge
Jane Rodda, Administrative Law Judge
Hearing Division
ARIZONA CORPORATION
1200 W. Washington St.
Phoenix, AZ 85007

Caroline Butler
Legal Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

COPY of the foregoing mailed and/or e-mailed
this day to:

Steven H. Kukta
SPRINT COMMUNICATIONS COMPANY
1850 Gateway Drive, 7th floor
San Mateo, CA 94404-2567

Eric S. Heath
SPRINT COMMUNICATIONS CO.
100 Spear Street, Suite 930
San Francisco, CA 94105

Thomas Campbell
Lewis & Roca
40 N. Central Ave.
Phoenix, AZ 85004

Joan S. Burke
Osborn Maledon, P.A.
2929 N. Central Ave., 21st Floor
PO Box 36379
Phoenix, AZ 85067-6379

Thomas F. Dixon
Worldcom, Inc.
707 17th Street # 3900
Denver, CO 80202

Scott S. Wakefield
Residential Utility Consumer Office
2828 North Central Ave., Suite 1200
Phoenix, AZ 85004

Michael M. Grant
Todd C. Wiley
Gallagher & Kennedy
2575 E. Camelback Rd.
Phoenix, AZ 85016-9225

Michael Patten
Roshka Heyman & DeWulf
400 East Van Buren Street
Suite 900
Phoenix, AZ 85004-3906

Bradley S Carroll
Cox Communications

20401 North 29th Avenue
Phoenix, AZ 85027-3148

Daniel Waggoner
Davis, Wright & Tremaine
2600 Century Square
1501 Fourth Avenue
Seattle, WA 98101-1688

Traci Grundon
Davis Wright & Tremaine
1300 S.W. Fifth Avenue
Portland, OR 97201

Richard S. Wolters
Maria Arias-Chapleau
AT&T Law Department
1875 Lawrence Street # 1575
Denver, CO 80202

David Kaufman
e.Spire Communications, Inc.
343 W. Manhattan Street
Santa Fe, NM 87501

Alaine Miller
XO Communications, Inc.
500 108th Ave. NE, Suite 2200
Bellevue, WA 98004

Diane Bacon, Legislative Director
Communications Workers of America
5818 N. 7th St., Suite 206
Phoenix, Arizona 85014-5811

Philip A. Doherty
545 South Prospect Street, Suite 22
Burlington, VT 05401

W. Hagood Bellinger
5312 Trowbridge Drive
Dunwoody, GA 30338
Joyce Hundley
U.S. Dept. of Justice
Antitrust Division
1401 H Street, NW, # 8000
Washington, DC 20530

Andrew O. Isar
Telecommunications Resellers Association
4312 92nd Ave., NW
Gig Harbor, WA 98335

Raymond S. Heyman

Two Arizona Center
400 North Van Buren Street, Suite 800
Phoenix, AZ 85004-3906

Thomas L. Mumaw
Snell & Wilmer
One Arizona Center
Phoenix, AZ 85004-0001

Charles Kallenbach
American Communications Services, Inc.
131 National Business Parkway
Annapolis Junction, MD 20701

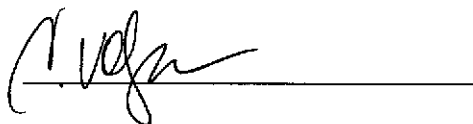
Lyndon J. Godfrey
Vice President – Government Affairs
AT&T
675 E. 500 S.
Salt Lake City, UT 84102

Gena Doyscher
Global Crossing Services, Inc.
1221 Nicollet Mall
Minneapolis, MN 55403-2420

Andrea Harris, Senior Manager
Allegiance Telecom, Inc. of Arizona
2101 Webster, Ste. 1580
Oakland, CA 94612

Gary L. Lane, Esq.
6902 East 1st Street, Suite 201
Scottsdale, AZ 85251

Steve Strickland
SBC Telecom, Inc.
300 Convent, 18th Floor
San Antonio, Texas 78201



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CHANGE MANAGEMENT PROCESS (CMP) FOR LOCAL SERVICES ORDERING AND PROVISIONING

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CHANGE MANAGEMENT PROCESS (CMP)
FOR LOCAL SERVICE ORDERING AND PROVISIONING
INTRODUCTION [Need to re-address at a later date]

Action Item #17

~~The Change Management Process (CMP) is the a formal method used by customersCompetitive Local Exchange Carriers (CLECs) and Qwest and a local service providers to initiate, communicate, prioritize, schedule, testcommunicate about and implement changes enhancements changes to Qwestprovider Operational Support Systems (OSS) interfaces which directly or indirectly impact a CLEC. used in connection with resold services and unbundled network elements. Changes include new functionality, enhancements to existing functionality, defect maintenance and introduction/retirement of interfaces, based on Local Service Ordering Guidelines (LSOG).~~

~~The change management process creates a framework for meetings in which changes to the provider's Qwest's OSSs and their business rules may be introduced or discussed. The CLECscustomer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider'sQwest's POC.~~

~~The FCC requires Incumbent Local Exchange Carriers to have processes for management of manual and electronic interfaces relative to order, pre-order, account maintenance, testing and billing. The scope of this document is to define only the processes for change management of manual and electronic interfaces relative to order and pre order functions.~~

INTRODUCTION AND SCOPE [need to readdress at a later date]
Action Item 17

~~This document defines the processes for change management of ossOSS interfaces, products and processes (including manual) as described below. Cmp provides a means to address changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and billing capabilities and~~

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associated documentation and production support issues for local services provided by eleeCLECs to their end users.

The empCMP is managed by eleeCLEC and qwestQwest representatives each having distinct roles and responsibilities. The eleeCLECs and qwestQwest will hold regular meetings to exchange information about the status of existing changes, the need for new changes, what changes qwestQwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

Qwest will track changes to ossOSS interfaces, products and processes. The empCMP includes the identification of changes and encompasses, as applicable, [requirement definition, design, development, notification, testing, implementation and disposition of changes - revisit list]. Qwest will process any such changes in accordance with the empCMP described in this document.

~~manual and electronic interfaces relative to pre order, and pre order, provisioning, maintenance/repair, and billing functions. Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes, e.g., LSOG, as well as providerQwest specific interface process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of interfacesprocesses and systems and maintenance activities affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.~~

~~This scope includes any pre order, order business rules, interface system testing and maintenance that impact ongoing and future technical and operational processes, and changes that alter the relationship in the manner in which the provider Qwest and customer a CLEC do business.~~

~~The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider's POC. These requests may include new functionality or changes to existing functionality.~~

~~The types of changes that will be handled by this process are:~~

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- ☐ Software changes
- ☐ System Environment Configuration changes
- ☐ Changes resulting from new or changed Industry Guidelines / Standards
- ☐ Product and Services (e.g., new services available via the in scope interfaces)
- ☐ Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)
- ☐ Regulatory
- ☐ Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order)
- ☐ Defect resolution
- ☐ Guidelines for provider specific change management processes

The providerQwest will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirement definition, design, development, notification, testing, implementation and decommissioning of the change request.

The CMP is managed by customerCLEC and provider representatives each having distinct roles and responsibilities. The customerCLEC and the providerQwest will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the providerQwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings and is based on group consensus. The parties agree to act in Good Faith in exercising their rights and performing their obligations pursuant to this CMP. This document may be revised, through the procedures set forth by the procedures described in section (X) the OBF, as business and/or regulatory conditions dictate.

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Managed Changes **Changes to Existing Interfaces**

TYPES OF CHANGE

The change request should fall into one of the following classifications:

I-Type 1 (Production Support) Change

~~A Type 1 change corrects problems discovered in production versions of an OSS application interface. Either the provider Qwest or the customer CLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where providers Qwest or customer CLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.~~

~~Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:~~

Severity 1: Production Stopped: Interface Unusable ~~Interface discrepancy results in totally unusable interface requiring emergency action. Customer CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by the provider Qwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. The provider Qwest and customer CLECs should dedicate resources to expedite resolution.~~

~~Acknowledgment Notification = 1 hour~~

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Status Notification _____ = bi hourly

~~Severity 2: Production Degraded: Interface Affecting~~ ~~An interface discrepancy that requires a work around(s) on the part of the customerCLEC or the providerQwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.~~

Acknowledgment Notification _____ = 4 hours

Status Notification _____ = weekly

Implementation time _____ = 14 - 30 calendar days

~~Severity 3: Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.~~

Acknowledgment Notification _____ = 7 calendar days

Implementation time _____ = 30 - 60 calendar days

II.I. Type 2 (Regulatory) Change

A Type 2 change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the customerCLEC or the providerQwest may initiate the change request.

III.II. Type 3 (Industry Guideline) Change

~~A Type 3 change implements telecommunications~~An Industry Guideline Change implements Industry Guidelines ~~using a national implementation timeline, if any. Either the providerQwest or the customerCLEC may initiate the change request. These guidelines are industry defined by:~~

- Alliance for Telecommunications Industry Solutions (ATIS) Sponsored
- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)

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- Telecommunications Industry Forum (TCIF)
- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interface Committee (EDI)
- American National Standards Institute (ANSI)

IV.III. Type 4 (Provider Originated) Change Qwest Originated Change

A ~~Type 4~~ A Qwest Originated change is originated by the ~~provider~~ Qwest does not fall within the changes listed above and is within the scope of CMP ~~and affects interfaces between customers and the provider. These changes may involve system enhancements, manual and/or business processes.~~

V.IV. Type 5 (Customer CLEC Originated) Change CLEC Originated Change

A ~~Type 5~~ A CLEC Originated change is originated by the ~~customer~~ CLEC does not fall within the changes listed above and is within the scope of CMP ~~and affects interfaces between customers and the provider. These changes may reflect a business process improvement that the customer CLEC is seeking to implement and implies a change in the way in which the customer CLEC wishes to interact with the provider Qwest.~~

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VI.V. Tracking Change Requests [move to CR initiation process]

The ~~provider~~ Qwest will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.

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QWEST PROPOSED CLEC-QWEST OSS INTERFACE CHANGE REQUEST INITIATION PROCESS - REVISED 11-01-01

Change Request Initiation Process

The change request initiator will complete a Change Request Form (see Appendix X) as defined by the instructions on Qwest's CMP web site. The Change Request Form is also located on Qwest's CMP web site.

(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT THE CMP REDESIGN TEAM HAS PROPOSED CHANGES TO THE CHANGE REQUEST FORM THAT WOULD CLARIFY THE CHANGE THAT IS BEING REQUESTED AND PROVIDE MORE GUIDANCE FOR QWEST TO ASSESS ABILITY TO SUPPORT AND LEVEL OF EFFORT. WCOM COMMENTS: WE NEED TO HAVE PARITY LANGUAGE FOR CHANGES MADE TO ALL INTERFACES AT THE SAME TIME INSERTED THROUGH OUT THIS DOCUMENT.)

A CLEC or Qwest ~~may request~~ **(AT&T Comment) seeking to a change to an existing OSS interface, (AT&T Comment) to establish a new OSS interface, or (AT&T Comment) to the retirement of an existing OSS interface must submit a change request (CR).** **(WCOM COMMENT: WCOM BELIEVES THE TYPES OF CHANGES THAT CAN BE REQUESTED BY EITHER PARTY NEED TO BE SPECIFIED HERE. THE CMP REDESIGN TEAM AGREED THAT THE FOLLOWING CHANGE REQUEST TYPES CAN BE REQUESTED BY EITHER PARTY:**
TYPE 2 (REGULATORY), TYPE 3 (INDUSTRY GUIDELINE), AND DEPENDING ON THE PARTY EITHER TYPE 4 (QWEST INITIATED) OR TYPE 5 (CLEC INITIATED)) A CR originator ~~elects~~ e-mails a completed ~~change request~~ {CR} form to the Qwest ~~s~~Systems CMP Manager, within two (2) business days after Qwest receives a complete CR: **(WCOM COMMENT: THE WAY THIS READS, QWEST INITIATED CRS FOLLOW THIS SAME PROCESS, IS THAT THE INTENT? WCOM BELIEVES IT SHOULD BE.)**

- Qwest's CMP Manager assigns a CR number and logs the CR into the CMP database.
- The Qwest CMP Manager- forwards the CR to the CMP Group Manager.
- The Qwest CMP Manager- sends acknowledgement of receipt to the ~~submitter~~originator and updates the CR database.

Within two (2) business days after acknowledgement:

- The Qwest CMP Manager posts the complete CR to the CMP web site.
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate director responsible for the CR.
- Tthe CRPM obtains ~~for~~from the director the names of the assigned subject matter expert(s) (SME).
- Tthe CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
 - description of CR
 - originator ~~elects~~

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- assigned CRPM
- assigned CR number
- designated Qwest SMEs and associated director(s)

Within eight (8) business days of receipt of a complete CR, the CRPM will coordinate and hold a clarification meeting with the originating CLEC and Qwest's SMEs. If the originating CLEC originator is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest will not provide a response to a CR until a clarification meeting has been held.

At the clarification meeting, Qwest and the originator will review the submitted CR, validate the intent of the originator's CLEC's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. After the clarification meeting has been held, the CRPM will document and issue meeting minutes within five (5) business days. Qwest's SME will internally identify options and potential solutions to the CR.

CRs received three (3) weeks prior to the next scheduled CMP meeting will be presented at that CMP meeting. At least one (1) week prior to that scheduled CMP meeting, the CRPM will have the response posted to the web, added to CMP database, and will notify all CLECs via email. CRs that are not submitted by the above specified cut-off date may be presented at that CMP meeting as a walk-on item with current status. Qwest may not provide responses to these walk-on requests until the next month's CMP meeting. The originating CLEC will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held clarification meeting will be relayed. Then, participating CLECs will then be given the opportunity to comment on the CR and subsequent clarifications. Clarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR if applicable. Consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR if applicable.

On a monthly basis, Qwest will review the received CRs received prior to the cut off date and evaluate whether Qwest can implement them. Qwest's responses will be one of the following:

- "Accepted" (Qwest will implement the CLEC request) with position stated, or - If the CR is accepted, Qwest will provide the following in its response:
 - Determination and presentation of options of how the CR can be implemented

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- Identification of the preliminary level of effort (Ss, Mm, Ll, XLxl) required to implement the erCR. (WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)
 - Small - requires changes to only one subsystem of a single system
 - Mmedium - requires changes to 2 or more subsystems of a single system
 - Llarge - requires changes to 2 or more systems or complex changes in multiple subsystems of a single system
 - Eextra Llarge - requires extensive redesign of at least one system.
- "dDenied" (qQwest will not implement the eleeCLEC request) with basis for the denial, including reference to substantiating material. (WCOM COMMENT: AGAIN THE WAY THIS READS, QWEST INITIATED CRS MAY BE DENIED AS WELL. THIS IS APPROPRIATE GIVEN THAT THE CMP REDESIGN TEAM AGREED THAT QWEST AND CLEC ORIGINATED CRS GO THROUGH THE SAME PROCESSES.)

if the er can be implemented, qwest will evaluate the er and provide the following:
determination and presentation of options of how the er can be implemented
identification of the preliminary level of effort (s, m, l, xl) required to implement the er

if eleeCLECs do not accept qQwest's response, they may elect to escalate or dispute the erCR in accordance with the agreed upon empCMP escalation or dispute resolution procedures. If the originating eleeCLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the erCR and any other eleeCLEC may become responsible for pursuing the erCR upon providing written notice to the qQwest empCMP mManager. If the eleeCLECs do not accept qQwest's response and do not intend to escalate or dispute at the present time, they may request qQwest to status the erCR as deferred. Tthe erCR will be statused deferred and eleeCLECs may activate or close the erCR at a later date.

aAt the monthly empCMP meeting, the erCR originator will provide an overview of its~~their~~ respective erCR(s) and qQwest will present either a status or its response. ~~ers that qwest has denied can be escalated in accordance with the agreed escalation procedures under emp.~~

qQwest or eleeCLEC originated erCRs for changes to an existing ossOSS interface will then be prioritized by the eleeCLECs and qQwest resulting in the initial release candidate list. eleeCLEC or qQwest originated erCRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Ssections x and x, respectively.

Based on the initial release candidate list, Qwest will begin its development cycle which includes the following milestones:

- Business and systems requirements: Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order.

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- (AT&T Comment) Packaging: Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together. [AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.]
- Design: Qwest engineers define the architectural and code changes required to complete the work associated with each candidate. The design work is completed on a per candidate basis in priority order.
- Code & Test: Qwest engineers will perform the coding and testing required to complete the work associated with each candidate. The code and test work is completed on a per candidate basis in priority order.

Using the initial release candidate list, qQwest will begin business and system requirements. dDuring the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by eeleesCLECs or qQwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). (WCOM COMMENTS:CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.) If the empCMP body grants the request to consider the late added erCRs for addition to the release candidate list, qQwest will size the erCR's requirements work effort. If the requirements work effort, for the late added erCRs, can be completed by the end of system requirements, the initial release candidate list and the new erCRs will be prioritized by eeleesCLECs in accordance with the agreed upon pPrioritization pProcess (see sSection xx). If the requirements work effort, for the late added erCRs, cannot be completed by the end of system requirements, the erCR will not be eligible for the release and will be returned to the pool of erCRs that are available for prioritization in the next ossOSS interface release.

using the initial release candidate list, qwest will begin business and system requirements. during the business and systems requirement efforts, new crs may be generated (by eelees or qwest), with a request that the new crs be considered for addition to the release candidate list. if the cmp body grants the request to consider the new crs for addition to the release candidate list, the initial release candidate list and the new ers will be prioritized by eelees in accordance with the agreed upon prioritization process (see section xx).

ers which are introduced during business and system requirements phase will be reviewed by qwest to size the requirements effort. if the requirements work effort cannot be completed by the end of system requirements, the er will not be eligible for the release and will be returned to the pool of ers that are available for prioritization in the next oss interface release.

aAt the monthly empCMP meeting following the completion of the business and system requirements, qQwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. Tthe newly packaged list of erCRs will be used as the release candidate list during the design phase of a release. aAt the monthly empCMP meeting following the completion of design, qQwest will commit to a final list of erCRs for inclusion in the release. (WCOM COMMENT: PLEASE CLARIFY? IT SOUNDS LIKE QWEST CANNOT PACKAGE CRS UNTIL THE BUSINESS AND SYSTEM REQUIREMENTS PHASE IS COMPLETE WHICH IS AFTER PRIORITIZATION HAS TAKEN PLACE...THUS IT IS CONCEIVABLE THAT CRS THAT MAY HAVE BEEN CONSIDERED LOW PRIORITIZE COULD HAVE AFFINITY WITH A HIGH PRIORITY CANDIDATE AND BY ASSOCIATING THE TWO, A HIGHER PRIORITY CANDIDATE MAY

¹ Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end usersthat are provided to CLECs.

² Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

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NOT MAKE IT TO THE DESIGN PHASE BECAUSE OF THE PROCESS THAT WOULD BE IN PLACE WHICH LOOKS AT PRIORITY ORDER. QUESTION: IS IT POSSIBLE FOR QWEST TO PACKAGE CRS PRIOR TO THE PRIORITIZATION PHASE? IF SO, WE COULD AVOID THE ABOVE POSSIBILITY.)

If, in the course of the code and test effort, qQwest determines that it cannot complete the work required to include a candidate in the planned release, qQwest will (AT&T Comment) discuss advise the eleeCLECs, in the next empCMP meeting, (AT&T Comment) either of the removal of that candidate from the list (AT&T Comment) or a delay in the release date to incorporate that candidate. If the candidate is removed from the list, Qqwest will also advise the eleeCLECs as to whether or not the candidate could become a candidate for the next point release, with appropriate disclosure as part of the current major release of the essOSS interface. Aalternatively, the candidate will- be returned to the pool of erCRs that are available for prioritization in the next essOSS interface release.

wWhen Qqwest has completed development of the essOSS interface change, qQwest will release the essOSS interface functionality into production for use by the eleeCLECs.

uUpon implementation of the essOSS interface release, the erCRs will be presented for closure at the next empCMP monthly meeting.

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~~The CLEC will submit the Change Request Form to the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions.. Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will be done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule clarification discussions if necessary.~~

~~Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response~~

~~Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.~~

~~Within twenty one (21) calendar days after the change request is submitted, Qwest will provide a preliminary assessment indicating one of the following:~~

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- ☐ ~~The change request is accepted and is a candidate for prioritization (see Prioritization section).~~
- ☐ ~~The change request is rejected, and the reason for rejection.~~

~~All valid change requests and the change request log will be posted on Qwest's web site.~~

~~CLECs may submit a formal request to Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate. This will normally be done via e-mail to Qwest with a copy to all Change Management team members.~~

~~CLEC-initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Provider Originated Requests~~

~~Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.~~

~~Type 4 requests will be made available to CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by CLECs with Type 5 change requests (see Prioritization section).~~

~~If Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. Qwest will review its system requirements and provide known exceptions to industry guidelines.~~

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² Throughout this document, the terms "include(s)" and "including" mean "including, but not limited to."

Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

CLEC PRODUCT/PROCESS CHANGE REQUEST INITIATION PROCESS

If a CLEC wants Qwest to change a Product/Process the CLEC e-mails a completed Change Request (CR) Form to the Qwest Product/Process CMP Manager. Within 2 business days Qwest's Product/Process CMP Manager reviews CR for completeness, and requests additional information from the CRer originator, if necessary. within two (2) business days after Qwest receives a complete CR:

- The Qwest CMP manager assigns a CR Number and -logs the CR into the CMP Database.
- The Qwest CMP Manager forwards the CR to the CMP Group Manager,
- Tthe Qwest CMP manager sends acknowledgment of receipt to the CR submitter and updates -the CMP Database.

Wwithin two (2) business days after ACKNOWLEDGMENT,

- The Qwest CMP Manager posts the complete CR to the CMP Web site
- The CMP Group Manager assigns a Change Request Project Manager (CRPM) and identifies the appropriate Director responsible for the CR.
- The CRPM obtains from the Director the names of the assigned Subject Matter Expert(s) (SME).
- the CRPM will provide a copy of the detailed CR report to the CRer originator which includes the following information:
 - Description of CRer
 - originating CLEC
 - assigned CRPM
 - assigned CR number
 - designated Qwest SMEs and associated director(s)

Within eight (8) business days after receipt of a complete CRer, the CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs. If the originating CLEC is not available within the above specified time frame, then the clarification meeting will be held at a mutually agreed upon time. Qwest will not provide a response to a CRer until a clarification meeting has been held.

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At the Clarification Meeting, Qwest and the Originating CLEC review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions to be answered, and determine deliverables to be produced. after the clarification meeting has been held, The CRPM will document and issue meeting minutes within five (5) business daysBUSINESS DAYS. Qwest's SME will internally identify options and potential solutions to the CR

CRs received three (3) weeks prior to the next scheduled CMP meetingTHREE (3) WEEKS PRIOR TO THE NEXT SCHEDULED emp meeting will be presented at that THAT CMP Meeting. CRers that are not submitted by the above specified cut-off date may be presented at that empCMP meeting as a walk-on item with current status. The Originating CLEC will present its CR and provide any business reasons for the CR. Items or issues identified during the previously held Clarification Meeting will be relayed. Then, participating CLECs will be given the opportunity to comment on the CR and subsequent clarifications. Clarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR. consensus will be obtained from the participating CLECs as to the appropriate direction/solution for Qwest's SME to take in responding to the CR.

Subsequently, Qwest will develop a draft response based on the discussion -from the Monthly CMP Meeting. Qwest's Responses will be:

- "Accepted" (Qwest will implement-IMPLEMENT- the CLEC request) with position stated, or
- "Denied" (Qwest will not implement the CLEC request) with basis for the denial, including reference to substantiating material.

At least one (1) week prior to the next scheduled empCMP meeting, The CRPM will have the response posted to the Web, added to CMP Database, and will notify all CLECs via email

All Qwest Responses will be presented at the next scheduled empCMP meeting by -Qwest, who will conduct a walk through of the response. Participating CLECs will be provided the opportunity to discuss, clarify and comment on Qwest's Response

Based on the comments received from the Monthly Meeting, Qwest' may- revise its response and issue a modified response at the next monthly CMP meeting. within ten (10) business days after the empCMP meeting, Qqwest will notify the eleeCLECs of Qqwest's intent to modify its response.

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If the CLECs do not accept Qwest's response, any CLEC can elect to escalate the CR in accordance with the agreed upon CMP Escalation or dispute resolution Procedures. If the originating CLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing the CR upon providing written notice to the Qwest CMP manager.

If the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will be statused Deferred and CLECs may activate or close the CR at a later date.

The CLECs' acceptance of Qwest's response may result in:

- The response answered the CR and no further action is required;
- The response provided an implementation plan for a product or process to be developed;
- Qwest Denied the CLEC CR and no further action is required by CLEC.

If the CLECs have accepted Qwest's response, Qwest will provide notice of planned implementation in accordance with time frames defined in the CMP. If necessary, Qwest may request that CLECs provide input during the development stage. Qwest will then deploy the Qwest recommended implementation plan.

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After Qwest's revised/new product or process is placed into production, CLECs will have no longer than 60 calendar days to evaluate the effectiveness of Qwest's revised/new product, or process, provide feedback, and indicate whether further action is required. Continual process improvement will be maintained.

Finally, the CR will be closed when CLECs determine that no further action is required for that CR.

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INTRODUCTION OF A NEW INTERFACE

Qwest Proposed Introduction of an OSS Interface Process - Revised 11-01-01

INTRODUCTION OF A NEW OSS INTERFACE

The process for introducing a new interface will be part of the CMP.
Introduction of a new OSS interface may include an application-to-application
or a Graphical User Interface (GUI)-.

It is recognized that the planning cycle for a new interface, of any type, may be
greater than the time originally allotted and that discussions between CLECs
and Qwest may be held prior to the announcement of the new interface.

With a new interface, CLECs and Qwest may define the scope of functionality
introduced as part of the OSS Interface.

I. Introduction of a New Application-to-Application InterfaceRelease Planning (See Appendix XX: Timeline)

At least nine (9) months in advance of the target implementation date of a new
application-to-application interface, Qwest will issue a Release Announcement,
post the Preliminary Interface Implementation Plan on Qwest's web site, and
may host a design and development meeting. share the new interface plans via
web site posting and CLEC notification.

I.1 Release Announcement

Where practicable, the Release Announcement and Preliminary Interface
Implementation Plan will include: Qwest will share preliminary plans for the
new interface, including:

- Proposed functionality of the interface including whether the interface will
replace an existing interface
- Proposed detailed implementation time line (e.g., milestone dates,
CLEC/provider Qwest comment cycle/response turnaround dates)

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- Proposed meeting date to review the Preliminary Interface Implementation Plan
 - ☐ Provider constraints
- Exceptions to industry guidelines/standards, etc. if applicable
 - ☐ Proposed CLEC/provider meeting plans
 - ☐ Requirements
 - ☐ Design & Development
 - ☐ Connectivity and Firewall Rules
 - ☐ Test Planning
 - ☐ Planned Implementation Date
- Change Control

1.2 CLEC Comments/Qwest Response Cycle and Preliminary Implementation Plan Review Meeting

CLECs have fourteen (14) calendar days from the initial release announcement to provide written comments/questions on the documentation. Qwest will respond with written answers to all CLEC issues within twenty-one (21) calendar days of the Initial Release Announcement. Qwest will review these issues and its implementation schedule at the Preliminary Implementation Plan Review Meeting approximately twenty-eight (28) calendar days after the Initial Release Announcement.

1.32 Initial Interface Technical Specifications

Qwest will provide draft technical specifications at least one hundred twenty (120) calendar days prior to implementing the release. ~~unless the CMP Exception Process (see Section xx) has been invoked.~~ In addition, Qwest will confirm the schedule for the walk-through of technical specifications, and CLEC comments and Qwest response cycle.

1.32.1 Initial Notification Content

This notification will contain:

- Purpose
- Logistical information (including a conference line) for walk-through
- Reference to draft technical specifications, or web site
- Additional pertinent material
- CLEC Comment/Qwest Response cycle

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- Draft Connectivity and Firewall Rules
- Draft Test Plan

I.43 Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning one-hundred and ten (110) calendar days prior to implementation (AT&T Comment) and ending one-hundred and six (106) calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

I.43.1 Conduct Walk-through

Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items, and notify CLECs of responses 100 calendar days prior to implementation.

I.54 CLEC's Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send a written response comments/concerns to the Systems CMP Manager no later than one-hundred and four (104) calendar days prior to implementation.

I.65 QwestWEST Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns and action items captured at the walk through, no later than one hundred (100) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the final notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

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I.76 Final Interface Technical Specifications

Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification. **(WCOM COMMENT: WHY IS THE TERM "GENERALLY" INSERTED HERE? THERE SHOULD BE SPECIFIED RELEASE NOTICE DATES FOR INTERFACE TECHNICAL SPECIFICATIONS.)**

Final Release Requirements will include:

Detailed requirements

Connectivity and Firewall Rules

Test Plan

- Final Notification Letter, including:
 - Summary of changes from Qwest response to CLEC comments on Draft Technical Specifications
 - If applicable, Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Purpose
- Reference to final technical specifications, or web site
- Additional pertinent material
- Final Connectivity and Firewall Rules
- Final Test Plan (including Joint Testing Period)
- Release date

I.7 Content of Final Notification Letter

The Final Release will include the following:

Summary of changes from Qwest response to comments

Indication of type of change (e.g., documentation change, business rule change, clarification change)

Changed requirements pages from initial notice, or reference to web site for final technical specifications

Testing period

Release date

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Qwest's planned implementation date will not be sooner than one hundred (100) calendar days from the date of the final release requirements, unless the exception process has been invoked. The implementation time line for the release will not begin until final specifications are provided. Production Support type Emergency changes within the thirty (30) calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

II.1.2 CLEC and Qwest Comments/Responses/Comments

Upon review of the preliminary plans for the interface if the CLEC wishes to provide feedback the CLEC must send a written response to Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The CLEC's response will specify the CLEC's questions, issues and any alternative recommendations.

CLECs may provide feedback to Qwest during CLEC/provider meetings. Additional CLEC feedback may be provided in accordance with the dates outlined in the detailed implementation time line.

III.Provider Responses/Comments

Qwest will maintain both a proprietary and non proprietary issue log containing CLEC comments and Qwest responses. This non proprietary issue log will be posted to Qwest's web site upon receipt of CLEC feedback. Qwest will respond to the CLEC feedback in accordance with the dates outlined in the detailed implementation time line. Qwest will also communicate its base line interface development plans via web site posting and CLEC notification in accordance with the dates outlined in the detailed implementation time line.

IV.1.4 Final Release Requirements Announcement

CLECs via web site posting and a carrier CLEC notification.

Qwest will provide a Final Release Announcement to the CLECs via web site posting and a carrier notification.

II. Introduction of a New GUI

Qwest will issue a Release Notification forty-five (45) calendar days in advance of the Release Production Date. This will include:

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- Proposed functionality of the interface including whether the new interface will replace an existing interface.
- Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle, Interface overview date)
- Implementation date
- Logistics for GUI Interface Overview

At least twenty-eight (six (28) 26)-calendar days in advance of the target implementation date of a new GUI interface, Qwest will issue a Release Announcement, post the Interface Overview on Qwest's web site and may host a design and development meeting. At a minimum, the Release Announcement will include:

;

- Draft User Guide

Proposed functionality of the interface

Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle)

Proposed CLEC/Qwest meeting to review the Interface Overview.

Initial CLEC implementation requirements (e.g., hardware, software, connectivity, firewall rules, etc.)

- How and When Training will be administered

Implementation date (WCOM COMMENT: WHAT ABOUT IMPLEMENTATION DATE AND INTERFACE OVERVIEW SCHEDULE?)

II.1 Interface Overview

The Interface Overview meeting should be held no later than twenty-seven (27) calendar days prior to the Release Production Date. At the meeting, Qwest will present an overview of the new interface.

II.21 CLEC Comments and Qwest Response

At least twenty-five (25) No more than four (4)-calendar days prior to the Release Production Date [AT&T Comment: we should define this in the Master Redline. If it is already on the list as a term we need to define, that's fine.]following the Release Announcement CLECs must forward their written comments and concerns questions to Qwest. Qwest will consider elecCLEC comments and may address them -Qwest will respond to CLEC

comments with the release of the Final Notification. at the Interface Overview Meeting.

II.2 Interface Overview

The first scheduled meeting should be held no less than seven (7) calendar days following Qwest's notice issuance. At the meeting, Qwest will share an overview of the new interface, including:

Response to CLEC Comments

Proposed implementation timeline

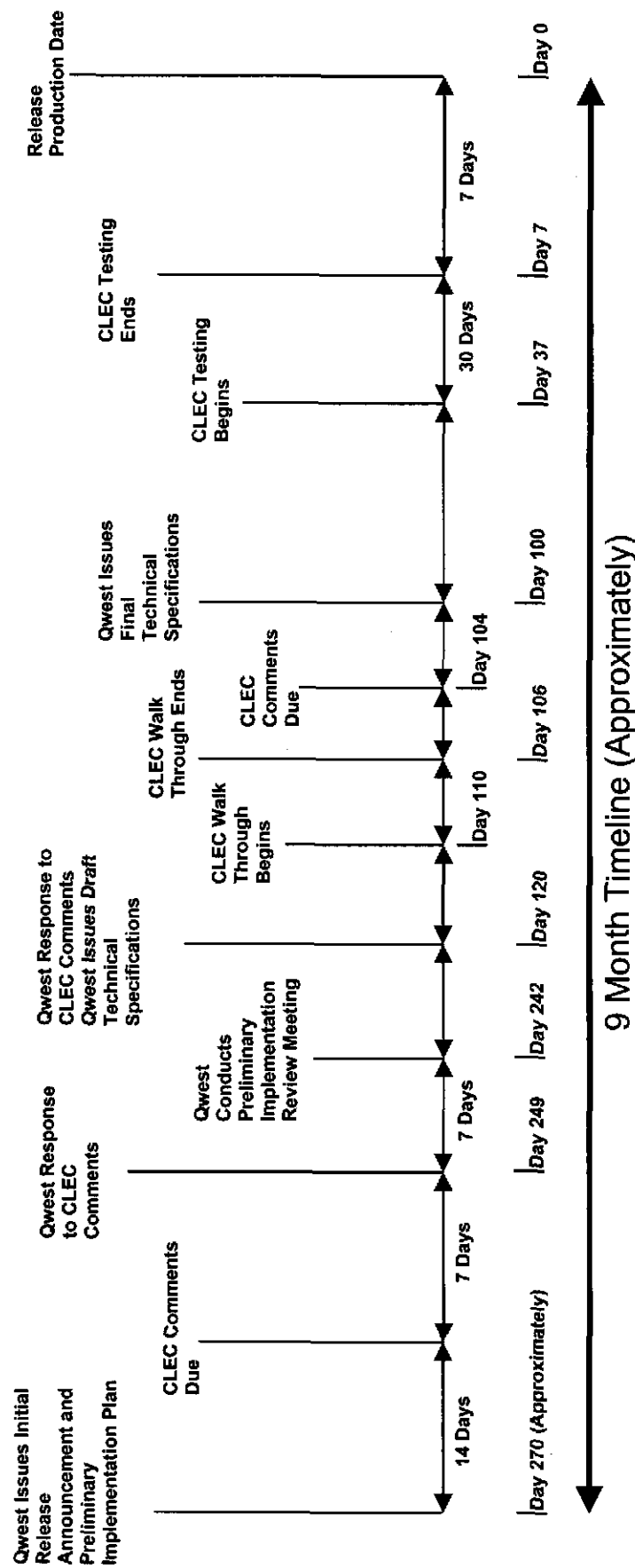
II.3 Final Notification

Qwest will issue a final notice no less than twenty-one (21) calendar 14 days prior to the Release Production implementation date. The final notice will include:

- A summary of changes from the initial notice, including type of changes (e.g., documentation change, clarification, business rule change).
- Final User Guide
- Final Training information
- Final Implementation date.

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Qwest-CLEC Change Management Process Introduction of A New Application-to-Application OSS Interface



Qwest-CLEC Change Management Process Introduction of A New Graphical User Interface (GUI) Timeline

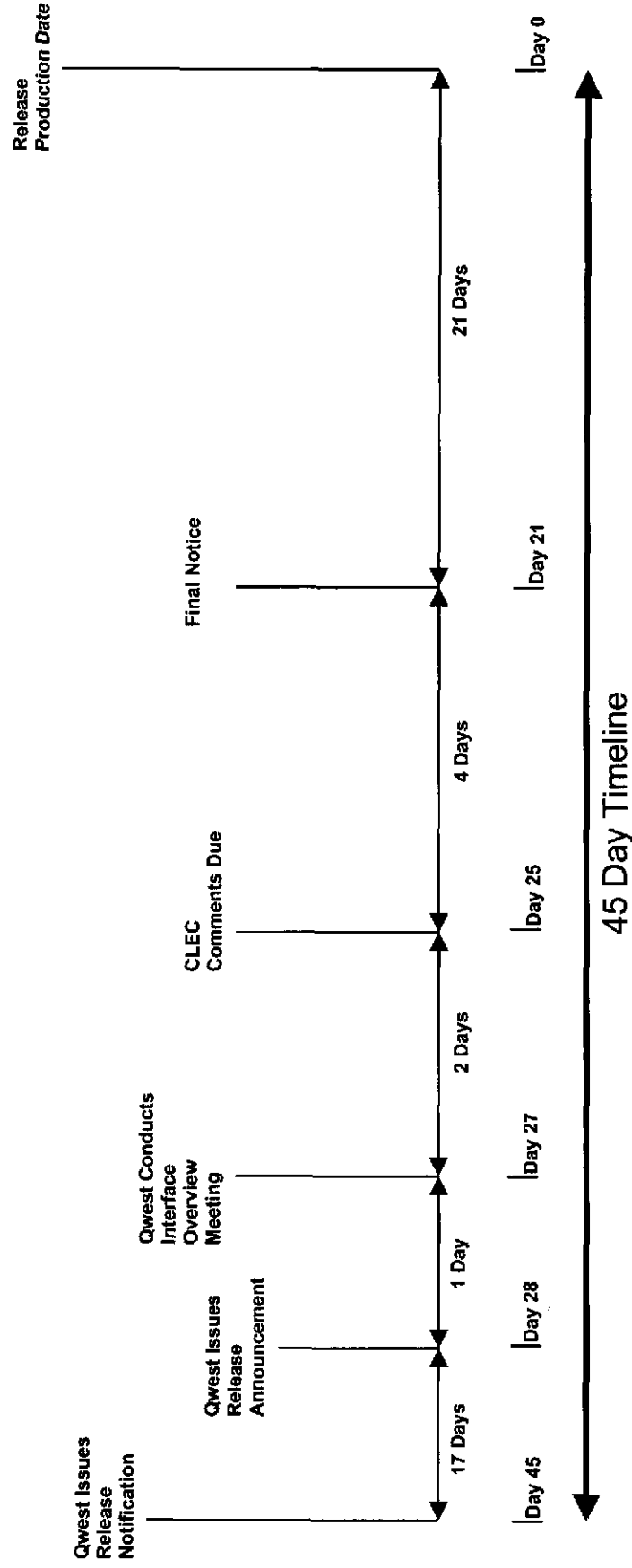


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Framework - Revised 11-29-01 Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01 updated 11-28 Master
Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01 Master Redlined CLEC-Qwest CMP Re-design Framework -
Revised 11-16-01 Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01-01

Qwest's Proposed Changes to Existing OSS Interfaces
Language—10-09-01REVISED 10-16-01 10-30-01

CHANGE TO EXISTING OSS INTERFACES

~~Pre-order, Orderapplication to application Change Process (Action item#)~~
As part of its development view, Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings.

At the first empCMPCMP systems monthly meeting of each quarter, Qwest will also provide a rolling twelve (12) month view of its ossOSS interface development schedule. **(AT&T Comment) (including proposed new releases, new interfaces and, to the extent possible, retirement of existing interfaces).****[AT&T Comment: If there is another place where the rolling 12 month view is discussed, we could put this clarifier there, but this is the only place I have seen it so far.]**

Qwest standard operating practice is to implement 3 major releases and 3 point releases (for IMA only) within a calendar year. Unless mandated as a Regulatory Change, Qwest will implement no more than four (4) releases per **(AT&T Comment) IMA OSS Interface (AT&T Comment) [and no more than two (2) released for other OSS Interfaces.]**~~(AT&T to check - action item)~~ requiring coding changes to the CLEC interfaces within a calendar year. The Major release changes should occur no less than three (3) months apart. **(WCOM COMMENT: IF THIS CLAUSE IS REQUIRED FOR IMA RELEASES ONLY, THERE SHOULD BE LANGUAGE TO ADDRESS THE RELEASE CYCLES OF OTHER OSSs INCLUDED IN THIS DOCUMENT.) [AT&T Comment: Qwest was to determine whether it can agree to 2 releases on interfaces other than the IMA.]**

I. Application-to-Application OSS Interface

Qwest should make available two (2) versions of an interface between the sunrise and sunset dates. Qwest will support the previous major Interconnect Mediated Access (imaIMA) ima-EDI release for six (6) months after the subsequent major ima-ediIMA EDI release has been implemented.

Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc
Exhibit A Master Redlined CLEC Qwest CMP Re design Framework Revised 11-29-01.doc
Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-30-01
Master Redlined CLEC-Qwest CMP Re-design Framework Revised 11-29-01
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Past versions of ~~ima edi~~IMA EDI will only be modified as a result of production support changes. **(AT&T Comment) When such production support changes are made, Qwest will also modify the related documentation.** Will be implemented in past versions of ima edi. All other changes become candidates for future ima edi IMA EDI releases.

Qwest makes one version of the ~~E~~electronic ~~B~~onding-~~T~~rouble ~~A~~administration (~~ebta~~EBTA) and billing interfaces available at any given time, and will not support any previous versions. **(WCOM COMMENT: BECAUSE QWEST DOES NOT SUPPORT VERSIONING FOR EBTA OR BILLING INTERFACES, THE REDESIGN TEAM NEEDS TO MAKE SURE THAT THE RELEASE NOTIFICATIONS FOR THESE INTERFACES ARE PROVIDED TIMELY ENOUGH THAT REQUIREMENTS CAN BE IMPLEMENTED BY CLECS PRIOR TO THE IMPLEMENTATION OF THE NEWEST RELEASE.)**

Unless mandated, Qwest will implement no more than four (4) releases requiring coding changes to the CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.

I.I. Versioning of TYPE 1 Changes

For TYPE 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.

H.II. Versioning of TYPE 2 Changes

For TYPE 2 changes that must occur between regularly scheduled releases, Qwest will not retire the oldest version in order to implement the TYPE 2 change. The TYPE 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the TYPE 2 change or the old version is scheduled to be retired within the next six months.

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Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01

MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
INTERIM DRAFT - Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
EXHIBIT A - 11-29-01

If the TYPE 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'S QWEST'S LSOG Issue 5 implementation is V5.1.

If the TYPE 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'S QWEST'S LSOG Issue 5 implementation is V5.0.1.

TYPE 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint PROVIDER/QWEST/CLEC decision is made that the mandate should not be implemented in an old version.

III. Versioning of TYPE 3 Changes

For TYPE 3 changes, the base version identity should follow the LSOG issue identity. For example, the first release of A PROVIDER'S QWEST'S LSOG Issue 5 implementation should be V5.0.

IV. Versioning of TYPE 4 AND TYPE 5 Changes

TYPE 4 AND TYPE 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate THE TYPE 4 OR TYPE 5 change.

If the TYPE 4 OR TYPE 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of A PROVIDER'S QWEST'S LSOG Issue 5 implementation is V5.1.

If the TYPE 4 OR TYPE 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of A PROVIDER'S QWEST'S LSOG Issue 5 implementation is V5.0.1.

II. Graphical User Interface (GUI)

Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc
Exhibit A Master Redlined CLEC Qwest CMP Re-design Framework - Revised 11-29-01.doc
Master Redlined CLEC Qwest CMP Re design Framework - Revised 11-30-01
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Master Redlined CLEC Qwest CMP Re design Framework - Revised 11-16-01
Master Redlined CLEC Qwest CMP Re design Framework - Revised 11-8-01

Qwest makes one version of a ~~gui~~GUI available at any given time and will not support any previous versions. **(WCOM COMMENT: WOULD IT NOT BE FAIR TO SAY THAT QWEST CANNOT SUPPORT VERSIONS OF ITS IMA GUI INTERFACE BECAUSE IT IS A INTERNET CONNECTION? THUS THERE IS A DIFFERENCE WHEN YOU CONSIDER THE ABILITY TO SUPPORT VERSIONS (EBTA & BILLING) AND THE INABILITY TO SUPPORT VERSIONS. WCOM BELIEVES THIS NEEDS TO BE MADE CLEAR.)**

~~Interconnect mediated access (ima) ima-gui~~IMA GUI changes for a pre-order or ordering ~~gui~~will be implemented at the same time as ~~in conjunction with an IMA EDI release.~~

Requirements Review—Application-to-Application Interface (AT&T Comment) (also see attached timeline)

This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date (date the Qwest release is available for use (AT&T Comment) by CLECs), will adhere to in changing existing interfaces. ¹For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation time line, including testing.

V.III. Draft Interface Release Requirements Technical Specifications [make sure CR process and this process are linked properly in final document]

Prior to Qwest implementing a ~~new interface or a change to an existing interface~~, Qwest will notify CLECs of the draft release requirements ~~Technical specifications~~Specifications. **(WCOM COMMENT: LANGUAGE SHOULD BE ADDED THAT INDICATES ANY CLEC AFFECTING CHANGE QWEST WILL HAVE FORMALLY SUBMITTED THROUGH THE CR PROCESS.)**

~~Notification and confirmation time lines for TYPE 1 are determined on an individual case basis based on the severity of the problem.~~

~~Notifications for TYPE 2 changes are based on applicable law and / or regulatory rules.~~

¹ For a CLEC converting from a prior release, the CLEC implementation date can be no earlier than the weekend after the Qwest Release Production Date, if production LSR conversion is required.

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MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
INTERIM DRAFT - Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
EXHIBIT A - 11-29-01

~~TYPE 3~~ time lines are based on CLEC / PROVIDER QWEST agreement in conjunction with the rollout of national guidelines, subject to any overriding regulatory obligations.

Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to CLECs 66 calendar days prior to implementation. CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.

Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless the exception process (see Section xx) has been invoked. Technical specifications are documents that provide information the CLECs need to code the interface. CLECs have eighteen (18) calendar days from the initial publication of draft technical specifications to provide written comments/questions on the documentation.

~~For TYPE 4 OR TYPE 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, Qwest can implement the change in less than 45 calendar days.~~

~~Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.~~

VI.IV. Content of Draft Interface Release Requirements Technical Specifications

The Notification letter will contain:

- Written summary of change(s)
- Target time frame for implementation
-

~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc~~
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~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01~~

Draft **(AT&T Comment) Technical Specifications** documentation, or instructions on how to access **(AT&T Comment) the draft Technical Specifications** documentation on the Web site. Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document. ~~DRAFT DOCUMENTATION, OR INSTRUCTIONS ON HOW TO ACCESS DOCUMENTATION ON THE WEB SITE.~~ **(WCOM COMMENT: NEED TO ADD DRAFT TECHNICAL SPECIFICATIONS DOCUMENT.)** *[AT&T Comment: weren't we going to say "Technical Specifications" here and explain what they include, e.g., such as mapping? or were we to define "Technical Specifications" in the term section of the Master Redline?]*

VII.V. Walk Through of Draft Interface Release Requirements Technical Specifications

If requested by one or more CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, Qwest will sponsor a walk through with the appropriate internal subject matter experts. Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation. Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning sixty-eight (68) calendar days prior to implementation and ending no later less than fifty-eight (58) calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

III.1 Walk through Notification Content

This notification will contain:

- Purpose
- Logistical information (including a conference line)
- Reference to draft technical specifications, or **(AT&T Comment) reference to a web site (AT&T Comment) with draft specifications**
- Additional pertinent material

III.2 Conduct the Walk-through

~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc~~
~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc~~
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~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01~~
~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01~~

Qwest will lead the review of technical specifications—and technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items and notify CLECs of responses 45 calendar days prior to implementation.

VIII.VI. CLEC's Comments on Draft Interface Release RequirementsTechnical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments a written response to Qwest and the CLEC's Account Manager QWEST AND THE CLEC'S ACCOUNT the Ssystems CMP Manager no soonerlaterless -than fifty-five (55)8 calendar days prior to implementation. Qwest must receive the CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the CLEC's questions, issues and any other alternative recommendations for implementation.

IX.VII. PROVIDER QwestWEST Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns WITHIN SEVEN (7) no laterless than forty-five (45) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

X.VIII. Final Interface Release RequirementsTechnical Specifications

The notification letter resulting from the CLEC's response-comments from the Initial Release Notification will constitute the Final Release RequirementsTechnical Specifications. *[AT&T Comment: We discussed that after the final specifications, there may be other changes made to documentation or the coding that is documented in the form of addenda. Is there another place in*

the Master redline where this will be addressed since it probably relates to new releases as well as new interfaces?]

XI.IX. Content of Final Interface Release Requirements Notification Letter

In addition to the content of interface initial release requirements, The Final Release will include the following:

- Reference to Final Technical Specifications, or web site
- Summary of changes from Qwest response to comments
- Qwest response to CLEC comments
- Summary of changes from the prior release, including any changes made as a result of CLEC comments on Draft Technical Specifications
- Indication of type of change (e.g., documentation change, business rule change, clarification change)
- ☐ Changed requirements pages
- Final Test Plan including transactions which have changed
- Joint Testing Period JOINT TESTING PERIOD
- Release date
- ☐ Interval before implementation of release

Qwest's planned implementation date will not be at least sooner than forty-five (45) calendar days from the date of the final release requirements, unless the exception process has been invoked. Qwest will post notification to provider's web site to inform the CLECs of possible impact to CLEC ordering ability. Qwest will post this information forty five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. The implementation time line for the release will not begin until all related documentation is final specifications are provided. Production Support type of Emergency changes that occur within the thirty (30) calendar day test window can that occur without advance notification but will be posted within 24 hours of the change.

X. Joint Testing Period

Qwest will provide a thirty (30)- day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date. (WCOM

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COMMENT: WHEN SATE IS EMPLOYED BY A CLEC JOINT TESTING IS NOT REQUIRED, THUS PLEASE ADD CLARIFYING LANGUAGE TO DISTINGUISH BETWEEN JOINT TESTING AND AVAILABILITY TO TEST PRIOR TO IMPLEMENTATION. WE NEED TO ALSO BE CONSISTENT WITH THE USE OF CLEC COMMENTS / CONCERNS.)

Requirements Review—Graphical User Interface (GUI) (AT&T Comment) (also see attached timeline)

XI. Draft GUI Release Notice

Prior to implementation of ~~of a new interface or a~~ change to an existing interface, Qwest will notify CLECs of the draft release notes and the planned implementation date.

Notification will occur at least twenty-~~one~~eight (21~~8~~) calendar days prior to implementing the release unless an exception process has been invoked. This notification ~~may~~will include draft user guide information if necessary.

CLECs must ~~may~~ provide comments/questions on the documentation no laterless than 17twenty-five (25) calendar days prior to implementation.

Final notice for the release will be published at least twenty-~~one~~ fifteen (21~~15~~) calendar days prior to production release date ~~implementation~~.

XII. Content of Draft Interface Release Notice

The notification will contain:

- Written summary of change(s)
- Target time frame for implementation
- Any cross-reference to draft documentation such as the user guide or revised user guide pages.

In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:

- ☐ Summary of changes from Qwest response to comments

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- ☐ Indication of type of change (e.g., documentation change, business rule change, clarification change)
 - ☐ Changed requirements pages
 - ☐ Release date
- Interval before implementation of release

XIII. CLEC Comments on Draft Interface Release Notice

Any CLEC comments must be submitted in writing to the Ssystems CMP Manager. **(WCOM COMMENT: WHEN ARE THESE COMMENTS DUE?)**

XIV. Qwest Response to Comments

~~Qwest will consider eleeCLEC comments and may address them review and respond with written answers to all elee issues, comments and concerns regarding in the initial-final GUI release notice within fourtwo (42) calendar days (AT&T Comment) after receipt of CLEC comments. The answers will be shared with all elee, unless the elee question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all elee in the same final notification letter.~~

FINAL INTERFACE RELEASE NOTICE

~~THE FINAL NOTIFICATION LETTER WILL CONSTITUTE THE FINAL RELEASE NOTICE.~~

XV. Content of Final Interface release Notice

- CLEC comments to the draft notice may be incorporated into the final notice, which shall include
- Final notification letter
- Summary of changes from draft interface release notice
- Final user guide (or revised pages)
- Release date

~~Qwest's planned implementation date will not be no later sooner than twenty-one fifteen (2115) calendar days from the date of the final release notice. Qwest will post this information on the CMP web site. Production support type emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.~~

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EXHIBIT A - 11-29-01

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- Revised 11-16-01Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01

Qwest-CLEC Change Management Process Changes to An Existing Graphic User Interface (GUI)

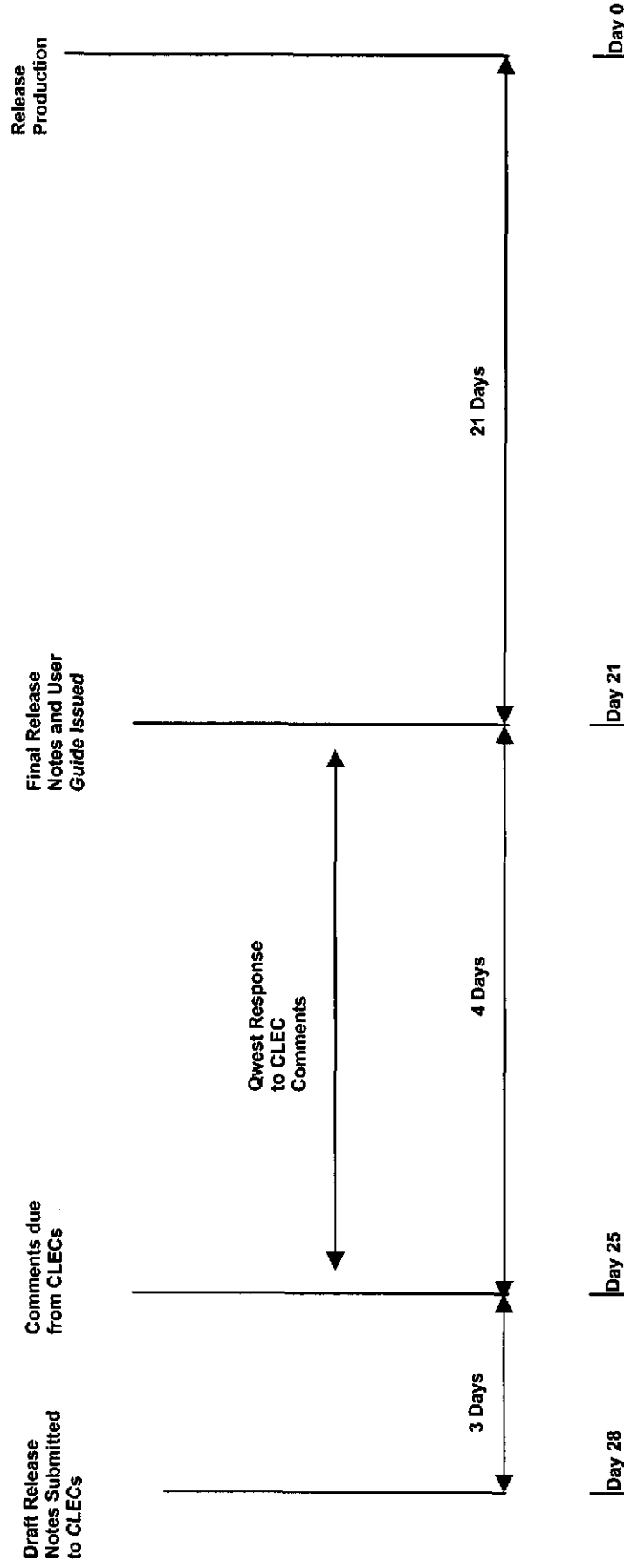


Exhibit A Master Redlined CLEC Qwest CMP Re-design Framework Revised 11-20-01.doc Exhibit A Master Redlined CLEC Qwest
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Revised 11-16-01 Master Redlined CLEC Qwest CMP Re-design Framework Revised 11-8-01 42

Qwest proposed changes to RETIREMENT OF EXISTING OSS INTERFACES
language revised 10-31-01 (reformatted) 11-01-01

The retirement of an existing OSS Interface occurs when Qwest ceases to accept transactions using a specific OSS Interface. This may include the removal of a Graphical User Interface (GUI) or a protocol transmission of information (Application-to-Application) interface.

Application-to-Application OSS Interface

XVIII. Initial Retirement Plans—Application-to-Application Interface

At least nine (9) months before the retirement date of Application-to-Application interfaces, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

XIX. XVI. Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Targeted retirement date

CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

Comparable Functionality

Unless otherwise agreed to by Qwest and a CLEC user, when Qwest announces the retirement of an interface for which a comparable interface does or will exist, a CLEC user will not be permitted to commence building to the retiring interface. CLEC users of the retiring interface will be grandfathered until the retirement of the interface.

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Qwest will ensure **(AT&T Comment) that an interface with Ccomparable fFunctionality is available** no less than six months prior to retirement of an Application-to-Application interface.

Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than two-hundred and twenty-eight (228) calendar days prior to the retirement of the application-to-application interface. The Final Retirement Notice will contain:

- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

Graphical User Interface (GUI)

~~XX.XVII.~~ Initial Retirement Plans—Graphical User Interface

At least two (2) months in advance of the target retirement date of a GUI, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

~~XXI.XVIII.~~ Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Targeted retirement date

CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc~~
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~~Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01~~

Comparable Functionality

Qwest will ensure comparable functionality no less than thirty-one (31) days before retirement of a GUI.

Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than twenty-one (21) calendar days following the initial retirement notice for GUI retirements. The Final Retirement Notice will contain:

- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

Qwest-CLEC Change Management Process Retirement of An Existing Application-to-Application OSS Interface

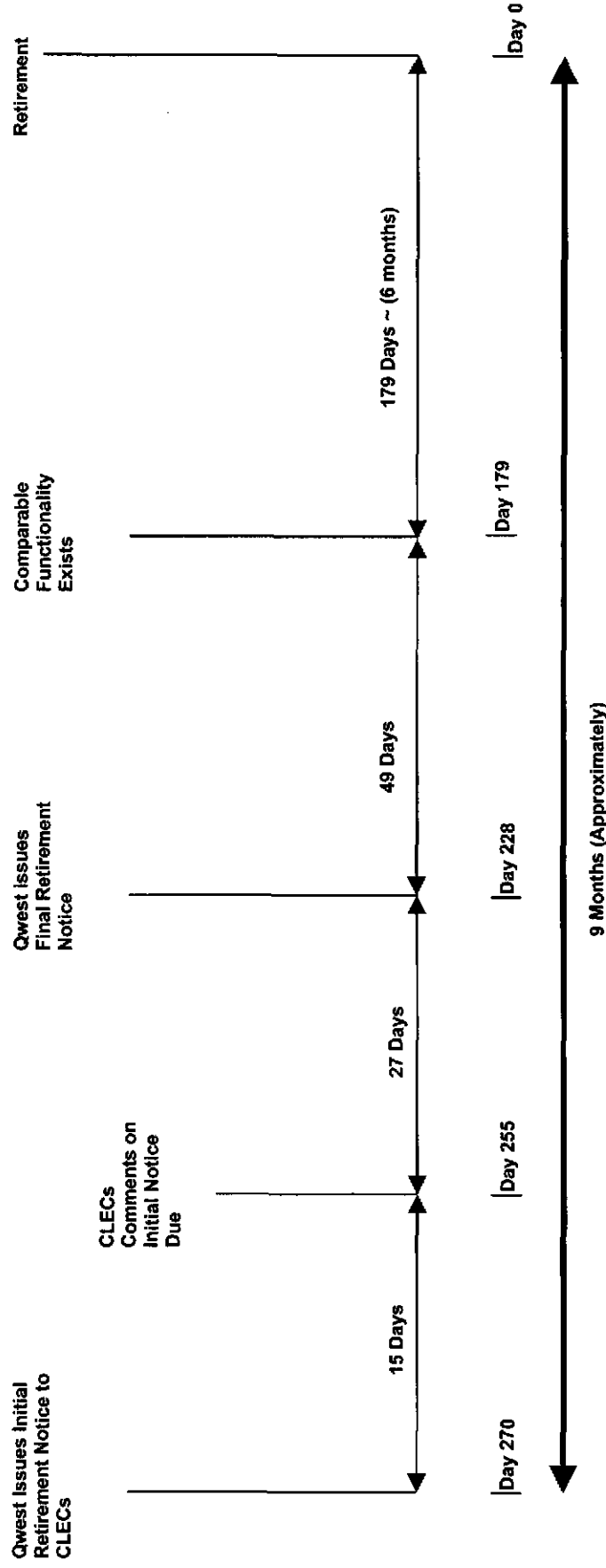


Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc Exhibit A Master Redlined CLEC-Qwest
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Qwest-CLEC Change Management Process Retirement of An Existing Graphic User Interface Timeline

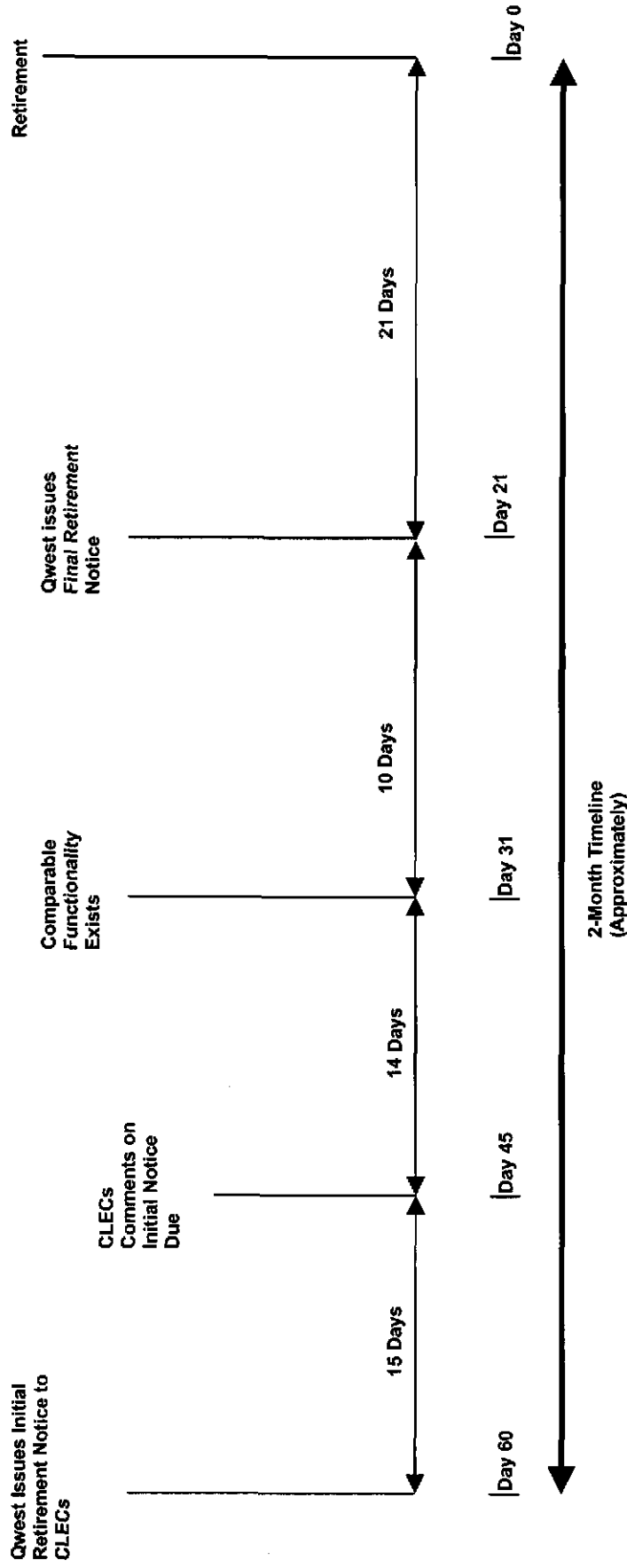


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ADMINISTRATION

MANAGING THE CHANGE MANAGEMENT PROCESS

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

I. Change Management POC

The provider Qwest and each customer CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC.

II. Purpose of Change Management POC

The change management POC will serve as the official designee for all matters regarding change management, including:

- ☐ Submission of change request forms
- ☐ Notification of critical matters, such as Type 1 errors

The customers CLECs and Qwest will exchange POC information including items such as: must provide the following information to the provider's change management POC:

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

III. Change Management POC List Creation

II.

The provider will create a distribution list and publish this list. Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. At least a primary customer POC and secondary customer

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~~POC should be included in the distribution list. It is the CLECs responsibility to notify Qwest of any POC changes. It is the provider's responsibility to maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues. The list will be made available to all participating CLECs with the permission of the POCs.~~

IV.III. Formal Preferred Method of Communication

~~The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list. The preferred method of communication is e-mail with supporting information posted to the web site~~

V.IV. Governing Body

The change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the ~~customer~~CLECs (or their authorized agents) and the ~~provider~~Qwest. This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the ~~customer~~CLECs and the ~~provider~~Qwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc~~
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INTERIM DRAFT - Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
EXHIBIT A - 11-29-01

A standing agenda item at the regular change management meetings will provide an opportunity for ~~the provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and the ~~provider~~Qwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: The ~~provider~~Qwest POC is responsible for managing the CMP. The ~~provider~~Qwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change requests to the ~~provider~~Qwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

CustomerCLEC POC: The ~~customer~~CLEC POC will serve as the official designee for all matters regarding CMP, including:

- *Submission of ~~customer~~CLEC change request forms*
- *Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of ~~customer~~CLEC and provider representatives who manage the implementation of scheduled releases.

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MEETINGS

~~Change Management meetings will be conducted monthly.~~

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes and address change management requests. Qwest will review the status of all applicable change requests. The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes. Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document). Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

~~The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry guidelines and regulatory changes at least seven (7) calendar days in advance of the meeting.~~

~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc~~
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INTERIM DRAFT - Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
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~~Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial in number and the access information.~~

~~The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.~~

~~Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.~~

Meeting Materials [Distribution Package] for Change Management Meeting
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Meeting materials should include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
 - New/Active
 - Updated
 - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

Qwest will provide Meeting Materials (Distribution Package) electronically by noon 3 business days prior to the Monthly CMP Meeting. In addition, Qwest

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will provide hard copies of the Distribution Package at the Monthly CMP Meeting.

Agenda Items for Change Management Meeting

Agenda items should include but are not limited to, the following:

- ☐ Change Request discussions
- ☐ Issues/Actions
- ☐ Release Notice/ 12 Month Development View
- ☐ Effectiveness of change management Process
- ☐ Specifications for regulatory or industry originated change requests

II. Change Management Meeting Action Log and Change Request Status

~~The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).~~

III. Meeting Minutes for Change Management Meeting **FROM AUGUST 8, 2001 REDLINED FRAMEWORK**

- Qwest will take minutes.

Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST) after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received, should be distributed within nine (9) business days by noon (MST) after the meeting.

~~The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:~~

- ☐ ~~Current status of change requests and Release Notices~~
- ☐ ~~Issues/Action items and status~~
- ☐ ~~Attendees/Company~~

~~A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.~~

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IV.V. ~~ProviderQwest~~ Change Management Process - Wholesale CMP Web Site
Site[Need to re-visit - ACTION ITEM #17G]
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

To facilitate access to CMP documentation, ~~the providerQwest~~ will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials (Distribution Package), should be maintained on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. -At a minimum, the CMP web site will contain include:

- Current version of the ~~providerQwest~~ CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.
 - Calendar of release dates
 - OSS hours of availability
 - Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices
 - Current CMP escalation process
 - CMP prioritization process description and guidelines
 - Change Request form and instructions to complete form
 - Submitted and open Change Requests and the status of each
 - Responses to Change Requests and written responses to CLEC inquiries
 - Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules
- ☐
- Joint Release Test Plan Template
 - A log of customer-CLEC and provider-Qwest change requests and associated statuses

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EXHIBIT A - 11-29-01

- Issue/Action items and statusesMeeting materials(distribution package)
- Meeting minutes
- Release announcements and other CLEC notifications and associated requirements
- Directory to CLEC notifications for the month
- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site. based on the LSOG and provider's specific requirements
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

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REQUIREMENTS REVIEW

I. Draft Interface Release Requirements

~~Prior to implementing a new interface or a change to an existing interface, the provider Qwest will notify customer CLECs of the draft release requirements.~~

~~Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.~~

~~Notifications for Type 2 changes are based on applicable law and / or regulatory rules.~~

~~Type 3 time lines are based on customer CLEC / provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.~~

~~Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to customer CLECs 66 calendar days prior to implementation. Customer CLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.~~

~~For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, the provider Qwest can implement the change in less than 45 calendar days.~~

~~Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.~~

II. Content of Draft Interface Release Requirements

~~The Notification letter will contain:~~

~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-30-01 Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01 Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01 Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01 updated 11-28 Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01 Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-16-01 Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-8-01~~

- ☐ ~~Written summary of change(s)~~
- ☐ ~~Target time frame for implementation~~
- ☐ ~~Any cross reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document~~

~~III. Walk Through of Draft Interface Release Requirements~~

~~If requested by one or more customerCLECs within fourteen (14) calendar days of receiving the initial Release Requirements, the providerQwest will sponsor a walk through with the appropriate internal subject matter experts. The providerQwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.~~

~~IV. CustomerCLEC's Comments on Draft Interface Release Requirements~~

~~If the customerCLEC identifies issues or requires clarification, the customerCLEC must send a written response to the providerQwest and the customerCLEC's Account Manager. The providerQwest must receive the customerCLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the customerCLEC's questions, issues and any other alternative recommendations for implementation.~~

~~V. Provider Response to Comments~~

~~The providerQwest will review and respond with written answers to all customerCLEC issues, comments/concerns within seven (7) calendar days. The answers will be shared with all customerCLECs, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all customerCLECs in the same notification letter.~~

~~VI. Final Interface Release Requirements~~

~~The notification letter resulting from the customerCLEC's response from the Initial Release Notification will constitute the Final Release Requirements.~~

~~VII. Content of Final Interface Release Requirements~~

~~Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.docExhibit A Master Redlined CLEC-Qwest CMP Re design Framework Revised 11 29 01.docMaster Redlined CLEC-Qwest CMP Re design Framework Revised 11 30 01Master Redlined CLEC Qwest CMP Re design Framework Revised 11 29 01Master Redlined CLEC-Qwest CMP Re design Framework Revised 11 29 01Master Redlined CLEC-Qwest CMP Re design Framework Revised 11 16 01 updated 11 28Master Redlined CLEC Qwest CMP Re design Framework Revised 11 16 01Master Redlined CLEC Qwest CMP Re design Framework Revised 11 16 01Master Redlined CLEC Qwest CMP Re design Framework Revised 11 8 01~~

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EXHIBIT A - 11-29-01

In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:

- ☐ *Summary of changes from the providerQwest response to comments*
- ☐ *Indication of type of change (e.g., documentation change, business rule change, clarification change)*
- ☐ *Changed requirements pages*
- ☐ *Release date*
- ☐ *Interval before implementation of release*

The providerQwest's planned implementation date will not be sooner than forty five (45) calendar days from the date of the final release requirements. The providerQwest will post notification to provider's web site to inform the customerCLECs of possible impact to customerCLEC ordering ability. The providerQwest will post this information forty five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc
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PRIORITIZATION

I. Prioritization Review

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests. The ~~provider~~Qwest will facilitate the meeting. Both ~~customer~~CLECs and ~~providers~~Qwest should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customer~~CLECs. The prioritization review objectives are to:

- Introduce newly initiated ~~customer~~CLEC and provider change requests.
- Allow ~~customer~~CLECs to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customer~~CLECs, as a group, assign to each such change request.
- Provide status on outstanding ~~customer~~CLEC and provider change requests.
- The ~~provider~~Qwest will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:
 - Agenda
 - Prioritized spreadsheet of Type 4 and Type 5 change requests
 - Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)
 - New change requests as submitted by initiating ~~customer~~CLEC or provider

II. Prioritization Process

During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.

Re-rate requests will only be accepted from ~~customer~~CLECs who participated in the initial voting. Once a re-rate is requested, all ~~customer~~CLECs participating at the subsequent meeting can submit a rating.

~~Customer~~CLECs may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customer~~CLEC(s). The originating ~~customer~~CLEC must update the change request with the agreed upon modification.

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III. Voting

Voting should be conducted according to the following guidelines:

- *A customerCLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with the providerQwest to participate in the vote.*
- *Each customerCLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each customerCLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.*
- *CustomerCLECs may only provide a rating at the meeting where the new change request is introduced. CustomerCLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.*
- *A customerCLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.*
- *Each participating customerCLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.*
- *CustomerCLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.*

Qwest Proposed Interface Testing Language Updated 11-13-01, Proposed Action Item Language - 11-20-01 - revised 11/27/01
APPLICATION - to - APPLICATION INTERFACE TESTING

Qwest will provides a separate Customer Test Environment (CTE) for the testing of transaction based application-to-application interfaces for pre-order, and order, and maintenance/repair. The CTE will be developed for each major release and updated for each point release that has changes that were disclosed but not implemented as part of the major release. Qwest will provide test files for batch/file interfaces (e.g. billing). The CTE for Pre-order and Order currently includes:

- Stand Alone Test Environment (SATE)
- Interoperability Testing
- Controlled Production Testing

The CTE for Maintenance and Repair currently includes:

- CMIP Interface Test Environment (MEDIACC)

Qwest will provide test files for . Billing. There are two types of testing: Qwest provides initial implementation new release testing [intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing - move to Terms], and migration testing (from one version to the next) for all types of OSS Interface change requests. Controlled Production Testing is also provided for Pre-Order and Order. [see action item #182 TERMS] production support for all types of change requests. New release Such testing provides the opportunity to test the code associated with releases for Type those OSS Interface 2 through 5 change requests. The CTE will also provide the opportunity for regression testing of OSS Interface functionality. — Production support testing allows CLECs and Qwest to test changes made as a result of Type 1 change request implementation.

I.I.1 - New Release & Production Support Testing Process in the CLEC Test Environment (CTE)

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Qwest will send an industry notification, including testing schedules (see section X - Changes to Existing Interfaces), to CLECs so they may determine their intent to participate in the test. CLECs wishing to test with Qwest migrate to the new release must participate in at least one joint planning session and determine:

- Connectivity (required)
- Firewall and Protocol Testing (required)
- Controlled Production (required)
- Production Turn-up (required)
- Test Schedule (required)

should make arrangements with Qwest. When applicable, CLECs and Qwest will perform interface testing, as mutually agreed upon and documented in a migration project plan. A joint CLEC-Qwest test plan may also include some or all of the following based on type of testing requested:

- Requirements Review
- Test Data Development
- Progression Testing Phase

Each testing CLEC will meet with Qwest and agree on its own set of test scenarios that will be included in the test and the test schedule. Qwest will communicate/publish any agreed upon changes to the test schedule. CLECs are responsible for establishing and maintaining connectivity to the CTE. Provided a CLEC uses the same connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production. However, the CTE environment is not intended for volume testing.

This section provides information regarding the CTE and the procedures for new release and Production Support testing.

The CTE is a separate environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for CLEC testing both new release testing and new entrant testing. CLECs are responsible for establishing and maintaining connectivity into the CTE. Provided a CLEC uses the same software components and similar connectivity configuration connectivity option as it uses in production, the CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to but not including the service

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order processor. Qwest intends to include the service order processor as part of the SATE component of the CTE by the end of 2002. (Action #185)

~~Any special procedures required due to geographical or system differences will be reviewed with the participating CLEC prior to the implementation of their testing phase.~~

II. New Release Testing

~~New release testing is the process CLECs use to test an upcoming Qwest systems release that impacts the interface and business rules between CLECs and Qwest.~~

III. Getting Ready for the New Release Testing

~~CLECs should be notified of the content of the release through the change management process. CLECs should review the content of the release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.~~

~~Qwest will send an industry notification, including testing schedules, to CLECs so they may determine their intent to participate in the test. CLECs wishing to participate in the test should make arrangements with Qwest testing coordinator. Qwest will publish any changes to the schedule.~~

IV. Production Support Testing

~~Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.~~

PRODUCTION SUPPORT **TYPES OF CHANGE**

IV. Production Support Change

A Type 1 change corrects problems discovered in production versions of an OSS interface. Either Qwest or the CLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where Qwest or CLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.

Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:

Severity 1: Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by Qwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. Qwest and CLECs should dedicate resources to expedite resolution.

Acknowledgment Notification	= 1 hour
Status Notification	= bi-hourly

Severity 2: Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the CLEC or Qwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.

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Acknowledgment Notification = 4 hours
Status Notification = weekly
Implementation time = 14 - 30 calendar days

Severity 3: *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*

Acknowledgment Notification = 7 calendar days
Implementation time = 30 - 60 calendar days

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TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into CLEC training.

ProvidersQwest —may conduct customerCLEC workshops. CustomerCLEC workshops are organized and facilitated by ~~the providerQwest~~ and can serve any one of the following purposes:

- *Educate customerCLECs on a particular process or business function*
- *Collect feedback from customerCLECs on a particular process or business function*
- *Provide a forum for providersQwest or customerCLECs to lobby for the implementation of a particular process or business function*

ESCALATION PROCESS

FROM SEPTEMBER 20, 2001 REDESIGN SESSION

I.V. Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the customer CLEC, based on the severity of the missed or unaccepted response/resolution
- Escalations may also involve issues related to CMP itself, including the administration of the CMP ~~can involve issues related to the CMP, itself~~
- ~~Escalations involving change requests, the expectation is that escalation should occur only after normal change management procedures have occurred per the CMP~~
- ☐ ~~Three (3) levels of escalation shall be available. They are:~~
 1. ~~The customer's change management director (or designated agent) to provider's change management director~~
 2. ~~The customer's change management director to provider's account director~~
 3. ~~The customer's vice president to provider's vice president~~
- ☐ ~~Each level of escalation will go through the same cycle, as follows:~~

H.VI. Cycle

- ☐ ~~Item must be formally escalated as an e-mail sent to the Qwest CMP escalation e-mail address [URL to be established] the appropriate provider escalation level.~~
- Subject line of the escalation e-mail must include:
 - CLEC Company name
 - "ESCALATION"
 - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided.:
 - Description of item being escalated
 - History of item
 - Reason for Escalation
 - Business need and impact

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- Desired CLEC resolution
- CLEC contact information including Name, Title, Phone Number, and e-mail address
- CLEC may request that impacted activities be stopped, continued or an interim solution be established.
- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:
 - Date and time of escalation receipt
 - Date and time of acknowledgement email
 - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.
- ~~Subject of e-mail must be customer (Customer Name) ESCALATION (CR# if applicable) Level of Escalation~~
- ~~Content of e-mail must include~~
 - ~~Definition and escalation of item~~
- ~~History of item~~
- ~~Reason for escalation~~
- ~~Desired outcome of customer~~
- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined - Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"
- ~~Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)~~
- ~~Impact to customer of a rejected change request~~
- ~~Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID~~

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- ☐ ~~It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at previous level~~
- ☐ ~~The provider will reply to the escalation request with an acknowledgment of receipt within 1 business day~~
- ☐ ~~Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1 2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position~~
- Qwest will respond with a binding position e-mail including supporting rationale aAs soon as practicable, but no later than:
 - For escalated CRs, seven (7) fourteen (14) calendar days of sending the acknowledgement e-mail, Qwest will respond with a binding position e-mail including supporting rationale.
 - For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.
- The escalating customer should- CLEC will respond to the providerQwest within seven (7) calendar days with a binding position e-mail. as to whether escalation will continue or the provider response has been accepted as closure to the item
- ☐ ~~If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives~~
- ☐ ~~The provider will publish the outcome of the conference call via e-mail~~
- ☐ ~~For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation~~
- When the escalation is closed, the resolution will be subject to the CMP.

3.4.2.1 Flow of Escalation Table

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Dispute Resolution Process
FROM SEPTEMBER 20, 2001 REDESIGN SESSION

- CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP [define Good Faith]. In the event that an impasse issue develops, is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution, a party may pursue the dispute resolution processes set forth below: the dispute shall be resolved by either method set forth below. Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address [URL to be established] Subject line of the e-mail must include:
 - CLEC Company name
 - "Dispute Resolution"
 - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
 - Description of item
 - History of item
 - Reason for Escalation
 - Business need and impact
 - Desired CLEC resolution
 - CLEC contact information including Name, Title, Phone Number, and e-mail address
 - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day
- Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.

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- Qwest or any CLEC affected by the dispute, may request mediation by a third party. If mediation is requested, parties shall participate in good faith. Qwest and the CLECs affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below. [action item for proposed language]
- Without the necessity for a prior ADR Process[contingent on first bullet], Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

However, This process does not limit any party's right to seek remedies in a regulatory or legal arena at any time.

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DEFINITION OF TERMS

<i>Term</i>	<i>Definition</i>
<i>CUSTOMER CLEC</i>	<i>Party originating a request (LSR)</i>
<i>INTERFACE</i>	<i>A mechanism to communicate between eustomerCLEC/provider or trading partners (e.g., paper, GUI, gateway)</i> <ul style="list-style-type: none"> • <i>A new interface is the providerQwest's introduction of paper, GUI, gateway, etc., to all eustomerCLECs for the first time.</i> • <i>A change to an interface may include:</i> <ul style="list-style-type: none"> • <i>Paper to GUI</i> • <i>Changes of EDI to CORBA</i>
<i>ISSUE</i>	<i>The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)</i>
<i>PROVIDER</i>	<i>Party receiving request (LSR)</i>
<i>RELEASE</i>	<i>Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as eustomerCLEC/provider business requirements.</i>
<i>VERSION</i>	<i>The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000) (Type 3 change)</i>

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GLOSSARY OF TERMS

<i>ANSI</i>	<i>American National Standards Institute</i>
<i>ATIS</i>	<i>Alliance for Telecommunications Industry Solutions</i>
<i>CMP</i>	<i>Change Management Process</i>
<i>ECIC</i>	<i>Electronic Communications Implementation Committee</i>
<i>EDI</i>	<i>Electronic Data Interchange</i>
<i>FCC</i>	<i>Federal Communications Commission</i>
<i>GUI</i>	<i>Graphical User Interface</i>
<i>ITU</i>	<i>International Telecommunications Union</i>
<i>LOI</i>	<i>Letter of Intent</i>
<i>LSR</i>	<i>Local Service Request</i>
<i>NRIC</i>	<i>Network Reliability and Interoperability Council</i>
<i>OBF</i>	<i>Ordering and Billing Forum</i>
<i>OIS</i>	<i>Outstanding Issue Solution</i>
<i>OSS</i>	<i>Operational Support Systems</i>
<i>POC</i>	<i>Point Of Contact</i>
<i>RN</i>	<i>Release Notification</i>
<i>TCIF</i>	<i>Telecommunications Industry Forum</i>

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APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST

I. Appendix A-1: Change Request Form

(1) Internal Reference # _____ (2) Date Change Request Submitted ____/____/____

(3) ☐ **TYPE 1 (EMERGENCY)** (4) ☐ **TYPE 2 (REGULATORY)** (5) ☐ **TYPE 3 (INDUSTRY)**

- ☐ Severity 1 (stops production)
- ☐ Severity 2 (impacts production)
- ☐ Severity 3 (major w/work around)

(6) ☐ **TYPE 4 (PROVIDER)** (7) ☐ **TYPE 5 (CUSTOMER/CLEC)**

(4) Customer/CLEC _____

(5) Originator _____ (6) Phone _____

(7) Originator's Email Address _____ (8) Fax _____

(9) Alternate Contact _____ (10) Alt Phone # _____

(11) Title of Change _____

(12) **Category** ☐ Add New Functionality ☐ Change Existing

(13) **Interfaces Impacted**

- ☐ Pre-Ordering
- ☐ Ordering
- ☐ Maintenance
- ☐ Manual
- ☐ Billing
- ☐ Business Rules
- ☐ Other

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

(15) Known dependencies

(16) List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

Exhibit A Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 11-29-01.doc
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MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
INTERIM DRAFT - Revised 10-16-01, 10-3-01, 9-20-01, 11-1-01, 11-8-01, 11-16-01,
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This Section to be completed by Provider ONLY.

(17) Change Request Log # _____ (18) Clarification ☐ Yes ☐ No

(19) Clarification Request Sent ____/____/____ (20) Clarification Response Due ____/____/____

(21) Status _____

(22) Change Request Review Date ____/____/____ (23) Target Implementation Date ____/____/____

(24) Last Modified By _____ (25) Date Modified ____/____/____

(26) Change Request Activity

(27) Rejected Change Request

- ☐ Cost/benefits
- ☐ Resource commitments
- ☐ Industry or regulatory direction
- ☐ Provider direction
- ☐ Other

(28) Cancellation Acknowledgment Customer/CLEC _____ Provider _____ Date ____/____/____

(29) Request Escalation ☐ Yes ☐ No

(30) Escalation Considerations

(31) Agreed Release Date ____/____/____

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This section to be completed by Provider – Internal Validation of Defect Change Request.

(32) Defect Validation Results:

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II. Appendix A-2: Change Request Form Checklist

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the ProviderQwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: CustomerCLEC or Provider initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required
11	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to Sender	Title required - maximum length 40 characters.
12	Mandatory	Identify request category for the Change Request.	Return to Sender	Category required
13	Mandatory	Identify originating company assessment of impact	Return to Sender	Entry required
14	Mandatory	Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to Sender	Description of Change Request required
15	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to Sender	Entry required

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Field	Checklist	Description	Instructions	Action Required
16	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request. If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to Sender	Supporting documentation must accompany request
17	Mandatory Provider	A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to Sender	Log number - system generated
18	Conditional Provider	Indicates whether clarification is needed on the Change Request.	Return to Sender	
19	Conditional Provider	Date clarification request sent to Initiator.		
20	Conditional Provider	Date clarification due back from Initiator.	Return to Sender	
21	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)		
22	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender	
23	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.		
24	Mandatory Provider	Field that communicates who last updated the request.		
25	Mandatory Provider	Field that communicates when the last update occurred.		
26	Mandatory Provider	Change Request results captured from the Change Review meeting.		
27	Conditional Provider	Cancelled Change Request reasoning.	Return to Sender	
28	Conditional Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender	
29	Conditional Provider	Change Request Escalation indication.		
30	Conditional Provider	Detailed description of the escalation considerations.		
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.		
32	Mandatory Provider	Results of Internal Defect Validation		

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APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Item #	Change Request #	Description of Change Request	Customer CLEC Rankings	Comments
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	

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APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.

Pre-order E	Customer CLE C #1	Customer CLE C #2	Customer CLE C #3	TOTAL C	Average C
E1	5	5	5	15	5
E2	1	2	1	4	1
E3	3	1	5	9	3
E4	5	3	4	12	4
E5	2	5	2	9	3
E6	4	4	3	11	4

FINAL MEETING MINUTES

CLEC-Qwest Change Management Process Re-design Tuesday, October 2 and Wednesday, October 3, 2001 Working Session

200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, MN
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, pass code 7101617#

NOTE: These FINAL meeting minutes were circulated to the CMP Re-design Core Team Members in attendance for their review and comments. Comments are included as attachments to the minutes.

INTRODUCTION

The Core Team (Team) and other participants met October 2 and 3 to continue with the Re-design effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follows-

ATTACHMENTS

- Attachment 1: CMP Redesign Oct 2-3 Attendance Record
- Attachment 2: October 2 & 3 CMP Re-Design Meeting Notice and Agenda - Revised 09-28-01
- Attachment 3: Schedule of CMP Re-design Working Sessions-Revised 10-03-01
- Attachment 4: CMP Re-design Issues and Actions Log - Revised 10-5-01
- Attachment 5: Written Summary Regarding Qwest's Proposed Process for Qwest Changes to Product, Process, and Technical Documentation - 09-25-01
- Attachment 6: Web Release & Notice Schedule 10-02-01
- Attachment 7: INTERIM QWEST PRODUCT-PROCESS CMP - Revised 10-3-01
- Attachment 8: Qwest Documentation Assessment Matrix - 10-03-01
- Attachment 9: Interim_EXCEPTION_Process - Revised 10-3-01
- Attachment 10: Interim CMP CLEC Originated CR Work Flow Product Process-Revised 10-3-01
- Attachment 11: CLEC Redesign votes - 10-3-01
- Attachment 12: Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-03-01
- Attachment 13: ATT Comments CMP Re-design 10-10-01
- Attachment 14: Oct 2-3 Meeting Minutes Eschelon Comments 10-29-01

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Judy Lee reviewed the two day agenda and asked if there were any revisions from the attendees. It was agreed that there were several team members that had not made travel arrangements for the Re-design meeting in Minneapolis on October 30, 31, and Nov 1. Karen Clauson-Eschelon requested that a vote be taken to determine whether the Re-design meeting location be changed from Minneapolis to Denver for Oct 30,31, and Nov 1. A vote was taken and it was a tie vote of 4 to 4 to change the location. Sandy Evans-Sprint asked if there were other options that could be explored for managing the meeting at remote locations since it was difficult to hear what was said on the conference bridge. There was discussion regarding the use of video conferencing, but Judy Schultz-Qwest stated that the Qwest videoconferencing facilities were small and wouldn't be able to accommodate a group the size of the Re-design team. The team agreed to review the meeting

schedule and location at the end of the Re-design session on Oct 3rd. Discussion then moved to the Re-design Meeting Minutes for Sept. 5-6 and Sept 18 and 20. It was agreed to by the team that CLEC revisions to both sets of minutes would be provided to Jim Maher-Qwest by close of business on Wednesday Oct 10th. Maher-Qwest agreed to have Final Meeting minutes posted to the CMP Re-design website by close of business on Friday October 12th. Karen Clauson-Eschelon asked how the agenda that was on the Working Sessions schedule was developed, and when the team had discussed that. Clauson-Eschelon stated that the working sessions that had been scheduled through the end of the year carried specific agenda items that had not been agreed to by the team. Judy Lee stated that the Working Session schedule was a roadmap for addressing the items associated with CMP, and that the team should determine when the agenda items were addressed. Sandy Evans-Sprint stated that she was confused with some of the discussions and pointed out that the agenda seemed to get changed at every meeting and that she was unclear who drove those changes. Karen Clauson-Eschelon stated that the team had agreed to address systems CMP first, and then address product/process CMP. Judy Lee stated that the team does need to discuss the timeframes that will be used to address product/process issues. Lee stated that a placeholder should be created that addresses product/process at the Nov 1st Re-design meeting. The team agreed with this approach.

Andy Crain-Qwest then began to review the status report Qwest would file with the Colorado Commission on October 10th. Crain stated that filing would include the Master Redline document as it is following this session, the Re-design Session schedule, Re-design Meeting Minutes, Proposed SGAT CMP language and other items that had been discussed in the Re-design session, and Re-design efforts completed to date. Crain stated that he was open to any comments from the CLECs and agreed to distribute the filing to the Re-design team. It was determined by the team that CLEC comments would be provided to Crain by close of business Friday Oct 5th, and that Crain would distribute the revised status report with the CLEC comments to the team by the end of day Monday Oct 8th. Crain also stated that CLECs could make comments through Tuesday Oct 9th, with the filing to the Colorado Commission on Oct 10th. Bill Littler-Integra asked how Qwest was going to delineate items that had been discussed in the Re-design session from those that had not. Crain explained that Qwest would indicate what language had been discussed in the Master Redline versus the language that had not been discussed. Crain explained that the Master Redline carries footnotes that identify what language has been reviewed, and what language has not been reviewed. Littler stated that the status report did not clearly indicate that CMP Re-design efforts were addressing only systems. Lynne Powers-Eschelon stated that the Re-design team had agreed to address all items associated with systems, and that the team would then address product/process once that work was completed. Judy Schultz-Qwest stated that the CLECs had submitted a request (See Attachment 5, Written Summary) requesting that the Re-design team immediately address product/process issues and that time at this Re-design session had been set aside to develop interim product/process procedures in response to that written request.

Judy Schultz-Qwest then began to review Qwest procedures pertaining to retail parity and corporate compliance. Schultz stated that Qwest does have a checklist in place that is used by employees to ensure compliance to Qwest procedures. Andy Crain-Qwest stated that all Qwest employees receive annual training on Qwest compliance requirements. Lynne Powers-Eschelon asked if there were disciplinary measures taken when Qwest employees were found violating parity requirements. Crain stated that there are disciplinary measures that Qwest follows when an employee violates compliance requirements. Terry Wicks-Allegiance asked if the parity processes would be documented. Judy Schultz-Qwest stated that she would provide information that could be shared at the next Re-design session on Oct 16th. Megan Doberneck-Covad stated the documentation should include the Qwest Employee Code of Conduct issue Covad raised at a 271 workshop. Powers asked if Qwest was comfortable that parity issues be included in scope of CMP. Schultz responded that parity could be addressed in the scope discussion that was scheduled for later in the day. Mitch Menezes-ATT asked how retail processes were reviewed to determine parity implications. Schultz stated that the retail side of Qwest does the determination of whether there is a CLEC impact from a retail product or process that is being developed, and

that Qwest retail then notifies Qwest wholesale of the change. Doberneck asked if it was the Qwest process of going through a checklist that determined whether a Qwest change was CLEC impacting or not. Schultz stated that she would determine what checklists were in place and how they were used. Sharon Van Meter-ATT asked if there is a retail notification process that is non-proprietary. Van Meter stated that if there are such notices, Qwest should consider sending those out to the CLECs since there was a perception that Qwest was not identifying all retail process changes that affected the CLECs. Lynne Powers—Eschelon stated that there was a lot of information that Qwest was already sending and that the volume of information might become unmanageable. Clauson asked if it was Qwest's understanding that parity was within the scope of CMP. Powers stated that her understanding was that Qwest would identify in a notification when a particular notification addressed parity issues. Judy Lee stated that in the previous discussion she had heard two things that needed to be determined; 1. Doberneck's question regarding the Qwest checklist and how it was used by Qwest to determine parity implications, and 2. that Judy Schultz had committed to providing the documentation that would identify all disclosable material that described Qwest's process of managing retail parity and associated issues. Lynne Powers-Eschelon stated that there were four items that should be identified including any employee training materials that were used within Qwest, the checklist used by Qwest for determining retail parity implications, the criteria for the checklist, and an example of retail notices. Van Meter-ATT stated that seeing an example of a retail notice would help ATT determine whether there other notices that they would want to receive.

The team then began a review of the Master Redline document. Judy Schultz-Qwest reviewed the proposed Qwest Introduction and Scope language. Karen Clauson-Eschelon stated that the footnote language still included the wording "...that are provided to CLECs.", and that the team had stated in the previous session that there would be OSS Interfaces and Product/Process capabilities that the CLECs would request that were not currently being provided to the CLECs. Tom Dixon-WorldCom stated that the Colorado Commission had issued an order that included monitoring of special services relative to interconnection, and the term "for local services" was too limiting. Andy Crain-Qwest stated that the team needed to close the scope of CMP because CMP was not the right forum to address access issues that affected the IXCs and other carriers. Dixon again pointed out that some special access could be included in scope given the Colorado Commission order. Becky Quintana-PUC concurred with Dixon. Lynn Powers-Eschelon asked how the scope language could incorporate Dixon's comments regarding special access. Andy Crain-Qwest stated that CMP scope should be worded such that special access available to IXCs that was covered by the ASOG would not be considered as part of CMP scope. Schultz then asked if adding language "for local services" would resolve the previous discussion. Liz Balvin-WorldCom stated that it had been recommended earlier that the language "provided to CLECs" be removed. Andy Crain-Qwest then asked if crafting language such as "for local services provided by CLECs" would clarify the scope. The team then began to review the footnote and agreed upon the following language; **"Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users".**

The team then moved back to the scope and introduction language. Karen Clauson-Eschelon stated that the proposed scope language did not address production defects, which were to be addressed at a later session. Tom Dixon-WorldCom stated that when the Re-design work was completed the team would need to readdress scope to determine if the language supported all aspects of CMP that had been developed by the team. Clauson stated that she agreed, but that the team had to come to a fundamental understanding of scope in order to move forward with the Re-design effort. Clauson stated that even though the exact language did not need to be crafted, an understanding and agreement on the content of scope was needed. Clauson again asked if "production support" would be included as a type of change. Jeff Thompson-Qwest stated that production support would be addressed, but that it was not feasible to treat production support as a type of change given the need to resolve production support problems as quickly as possible. Clauson stated that her concern was that production support needed to be identified as a

category within scope. Dana Filip-Qwest asked if there could be a placeholder established for production support. Clauson asked if the placeholder implied that production support was within the scope of CMP. Sandy Evan-Sprint stated that production support definitely needed to be included within CMP. Dixon stated that the scope language included several terms that had not been defined within the document. He stated that words that needed definition be identified and that the definitions needed to be developed by the team to ensure a common understanding and agreement on CMP. Liz Balvin-WorldCom asked if the team all agreed that the wording the team was working on for scope included product and process since redesign had not addressed those items specifically. Clauson stated that scope should include product and process and that the team could come back as had been recommended earlier and readdress scope once the Re-design effort was completed. The team then continued the work on CMP scope and introduction, and incorporated the language into the Master Redline document.

The team then addressed the Written Summary (See Attachment 5) that was submitted by several CLECs. Terry Wicks-Allegiance provided a brief overview of the intent of the document. Wicks stated that the CLECs thought they had an understanding of how Qwest was communicating changes in PCATs and technical documentation, but that there process changes being implemented by Qwest that were not understood by the CLECs. The CLECs also had significant concerns that Qwest was implementing major changes that had not been addressed in Re-design or that were being implemented without little or no advance notification to the CLECs. Becky Quintana-PUC asked Wicks if Qwest changes were discussed in advance with the CLECs. Wicks responded that Qwest had made some presentations but that these were understood as Qwest proposals and not as processes that would be implemented immediately. Karen Clauson-Eschelon stated that there had been presentations, but some of the CLECs expressed concerns on the Qwest process changes which were still implemented. Judy Schultz-Qwest stated that it was not Qwest's intention to stop work efforts, and that Qwest was trying to implement processes that would improve the management of document changes to PCATs and Tech Pubs. Lynne Powers-Eschelon stated that the CLECs had no idea of the magnitude of the work that was on the immediate horizon, and what the impacts of those changes were to the CLECs. Powers asked how many PCATs and Tech Pubs would be changed, and how the CLECs would assess the size of the issues associated with document changes. Susie Bliss-Qwest stated that there were approximately 30 PCATs that would be affected in the short term. Powers asked if Qwest had a list of the documentation changes that would be submitted. Bliss responded that Jarby Blackmun-Qwest maintains a schedule list for document changes. Powers stated that the Blackmun list had more than 30 items. Bliss stated the Blackmun list covered more than just PCATs, and included other documents such as the Tech Pubs. Powers asked if the Blackmun list could be provided to all CLECs so that they could determine the amount of changes that would affect them. Discussion then took place regarding how changes would be reflected in the documentation and how those changes would be presented to the CLECs. Judy Schultz-Qwest stated that when the document is brand new, such as a change from an IRRG to a PCAT, the entire document would have to be redlined since it was a total format change. Karen Clauson-Eschelon stated that the changes needed to be identified or highlighted because of internal training the CLECs would need to do when processes changed. Powers agreed and stated that they needed to see what had changed in order to determine how it affected their business. Dana Filip-Qwest stated that Qwest would assess the size of the changes and estimate the impacts to the CLECs of the document changes that were pending in the near future. Terry Wicks-Allegiance asked if Qwest had a proposal for managing an interim process for document changes. Judy Schultz-Qwest stated that Qwest would propose changes at the CMP Monthly meeting, and would implement a CLEC comment cycle. After the comment cycle, Qwest would distribute a final draft and implementation plan. Megan Doberneck-Covad asked what the comment process meant. She asked if Qwest intended to incorporate all comments into the final draft. Clauson asked why the process would be a notification at the monthly meeting, and not a CR. Sharon Van Meter-ATT asked if the process Schultz was describing was to be finalized in Re-design so that everyone had a clear understanding of the interim process and the details. Schultz answered that Qwest wanted to develop the interim process in the Re-design team. Liz Balvin-WorldCom stated that she agreed with Clauson that Qwest should manage changes to documentation as CRs, and

not as a notification at the CMP Monthly meeting. Filip stated that she had concerns that bringing in all document changes as CRs would substantially slow down the progress of the work that needed to be completed. Filip stated that a more flexible process needed to be developed by the team since there was such a large volume of work pending. Powers stated that the CLEC did not have any information on the size and impact of the work that was pending, and that it was impossible to commit to processes without having an understanding of the volumes and potential impacts to the CLECs. Clauson pointed out that the CLECs were aware that Qwest had a large backlog of work, but an organized process to deal with the backlog needed to be developed since the CLECs were speculating on the impacts and the processes to address them. Filip committed that the Qwest team would pull together the necessary information to assess the document activities scheduled for October 15th. Becky Quintana-PUC stated that the Commission would want to be aware of any new processes that were being developed, since the Commission understood that Qwest would use CMP processes for changes. Andy Crain-Qwest stated that Qwest wrote stipulations for submitting documentation to the CLECs, but there were no stipulations that document changes would be managed through the CMP CR process. Crain further stated that the documentation changes being discussed could include changes that affect product and processes and changes that had no effect on processes or products. Quintana stated that a notification process would not work for substantive issues, and in those cases, the CR process should be used. Balvin pointed out that comments WorldCom made regarding line splitting had never been responded to. Powers stated that Qwest needed to help the CLECs by providing a list of the pending documentation changes, and by identifying any substantive issues associated with those changes. Powers further stated that the CLECs did not want to slow down Qwest's work, but that the CLECs needed to understand the scope and impacts of the changes. Doberneck stated that bringing changes to documents such as the tech pubs through the CMP process would result in developing a final document incorporating all CLEC comments, a process which should benefit Qwest and the CLECs. Dixon reviewed several items that needed clarification or development including; CLECs knowing in advance of notification activity what notifications were planned, how the volumes would change with the 45 day stipulation, CLECs reviewing what will be issued before notifications are sent, having CLECs help set comment periods, and increasing CLEC involvement to improve the process. Donna Osborne-Miller agreed with Dixon's comments and stated that CMP is the forum that should be used to develop clearly defined processes. Mitch Menezes-ATT stated that much of the discussion had revolved around document changes going forward, but that Qwest had made a commitment to highlight changes on past documentation. Schultz responded that Qwest would determine how past documentation would be addressed and that the team agree on a process moving forward. Filip reiterated that the team should focus immediate efforts on developing the interim process that could be used going forward so that the volume of pending work could be most effectively managed. Bliss then reviewed the Web Release and Notice Schedule (See Attachment 6). Dixon stated the information was helpful, but that additions should be made to assist the CLECs in assessing impacts of the document changes. Mitch Menezes-ATT stated that there should be a column added that provided the reason or source for the change. Clauson stated that the Schedule could be used as a tool, however there needed to be additional information that identified the potential impact of the change to the CLECs. Clauson recommended two processes; one for identifying documentation that did not impact CLECs, and the other for documentation that did impact CLECs. Clauson stated that document changes that affected the CLECs should become a CR and be brought to the monthly meeting. Terry Wicks-Allegiance stated there had been cases when a notification affected CLEC operating procedures, and that those notifications and document changes needed to be presented as CRs. Clauson stated that the Schedule did not give an indication of what were just changes to documentation, and what were substantive changes that could affect the CLECs. Bill Littler-Integra stated that the Schedule did not indicate the number of pages or paragraphs changed in each document, and that this information was important to assess the potential impact of the change. Filip asked the team if criteria for CLEC affecting had been developed, and stated that Qwest might not know when a document change or notification was CLEC affecting without knowing that criteria. Lynne Powers-Eschelon stated that any change, which affects the way a CLEC does business, was a CLEC affecting change. Clauson stated that the CLECs did not need Qwest to issue CRs for document changes that were

cosmetic. Dixon stated that Qwest had an operative model for document revisions in the way Qwest manages tariff changes. Clauson commented that although the Schedule might include the number of pages for a document, that the real requirement was understanding what was being changed and the number of pages being changed. Menezes asked how far in advance Qwest would know what the document change schedule was, and asked if the document changes being discussed included all documentation sent to the CLECs. Filip stated that Qwest has a comprehensive list of document changes scheduled 45 days in advance of the change, and that Qwest was trying to funnel all external communications through a single process. Filip stated the priority was to develop a process that could be implemented quickly that met the needs of the CLECs and Qwest. Powers asked if Qwest would stop all notifications until the process had been developed because the CLECs had not been able to assess the impacts to the CLECs for notifications that had already been sent out. Andy Crain-Qwest stated that Qwest would review the notifications and document changes that were going to be sent through October and bring that information back to the team on Oct 3rd. Clauson asked if Qwest was planning to stop all notifications. Bill Littler-Integra stated that there had been no answer to the questions regarding stopping notices until a process was developed and agreed to. Crain stated the team should address stopping notifications at the Oct 3rd meeting, and that Qwest would bring an interim process back to the team on October 3rd.

The following day, the Redesign meeting began with a review of two handouts Qwest developed the previous evening. One handout contained recommended language for an interim process Qwest would put in place for product/process notifications (See Attachment 7), and the other was an assessment of the notifications that were being provided by Qwest to the CLECs during the first half of October (See Attachment 8). Judy Schultz-Qwest reviewed the notification matrix and described the information that had been developed by Qwest regarding notifications that were being sent to the CLECs. Schultz reviewed the columns with the team and stated that the information covering over 30 notifications that were being sent between Oct 1 and Oct 15. Susie Bliss-Qwest stated that Qwest had assessed the notifications to determine how many would be considered CLEC affecting based on Qwest criteria, but that Qwest would like to develop criteria with the CLECs to better identify CLEC affecting changes. Dana Filip-Qwest explained that Qwest had looked carefully at all notifications and that it had been determined almost all the notifications were not CLEC affecting. Filip continued by stating that there were two notifications with substantive changes. Bill Littler-Integra asked if the analysis included the notifications that were sent out Oct 3rd. Bliss stated those notifications were included. Andy Crain-Qwest then reviewed that "Interim Product/Process" language that had been provided to the team by Qwest. Crain explained that there were two categories of notifications; one being those that changed CLEC operating procedures, and the other being those that did not change CLEC operating procedures. For those changes that did change CLEC operating procedures, Qwest would initiate a CR and that CR and the document changes would be presented to the CLECs at the CMP monthly meetings. For those notifications that did not change CLEC operating procedures, CLECs would receive the notification with the document changes and a summary of the changes. Mitch Menezes-ATT asked what would happen if Qwest's assessment of CLEC affecting was wrong. Becky Quintana-PUC asked if the team could receive a written summary of the criteria Qwest used to determine what was CLEC affecting. Filip stated that Qwest might have difficulty identifying all the criteria, and asked if the team could help Qwest in identifying what should be considered when making an assessment of what was CLEC affecting, and what was not. Quintana stated that a definition would be helpful to all parties involved. Filip stated that Qwest still needed to review what processes could be implemented for historical documentation. Filip explained that in some cases Qwest may not have access to the historical documentation to identify exactly what changes had been made, and that Qwest would work to provide a summary whenever possible of the changes that were made. Menezes stated that there had been discussion of both highlighting and redlining, and that the two were not the same. Filip stated that Qwest wanted to implement the solution the team wanted, and asked for input. Liz Balvin-WorldCom stated they would prefer receiving a summary page with the changes highlighted. Menezes pointed out that redlining was more effective because the change that had been made would be in red, with the removed language struck through for reference. Sandy Evans-Sprint

stated that the summary page with the changes would be needed in either case. The team determined that redlining was the first preference. Discussion then turned to the fact that, in some cases, Qwest may not have the adequate historical documentation for redlining. Filip stated that Qwest would look at the historical documentation and make an analysis of what was required to document and redline the changes. Menezes asked when the team would know what Qwest planned for historical documentation. Judy Schultz-Qwest stated that Qwest would present a plan at the Oct 16th Re-design session. The team then reviewed the rest of the proposal and made modifications to the language that are reflected in the attachment. Those changes included adding language for the Exception process (See Attachment 9), identifying the document change processes, and referring to the CMP Master Redline (See Attachment 12) for Escalation procedures. The team then reviewed the notification list (Attachment 8) and asked if a sample of the notifications could be reviewed in the afternoon to create a better understanding of how Qwest had assessed CLEC impacting. Susie Bliss-Qwest stated that Qwest had arranged for a conference call on Friday to develop definitions for CLEC affecting and provided the call-in numbers to the CLEC team members that would participate in the call to identify criteria that affects CLEC operating procedures. The team then began a review of the Interim Exception Process (See Attachment 9). The team agreed to modify the process to include a notification of two business days prior to an Exception meeting. The Exception process is to be used by Qwest or CLECs when normal CMP processes could not be followed.

Qwest then made presentations on several notifications that were to be mailed in October. Cindy Buckmaster-Qwest reviewed the notification regarding intervals for Quick Loop and LNP. This notification had been rated as affecting the CLECs, and Buckmaster explained that the notification was to explain that Qwest was changing the intervals to be consistent since the interval for Quick Loop was 3 days, and the interval for LNP was 4 days. Buckmaster explained that the reason Qwest had rated it as a high for CLEC affecting was because a new interval of 3 days had been established for both services, and that the CLECs would need to train their personnel on the changes. Cliff Dinwiddie-Qwest then reviewed a notification regarding Line Sharing that had been determined by Qwest as not affecting CLEC operating procedures. Dinwiddie explained that Qwest was implementing an additional testing process that would be transparent to the CLECs and that would help ensure that the facilities were provisioned correctly. Becky Quintana-PUC stated that although Qwest may not think the additional testing was CLEC affecting, it may reduce the amount of testing the CLEC needed to perform. Andy Crain-Qwest stated that this was a change that the CLECs could still comment on, but that the testing was an improvement that the CLECs would want. Mana Jennings Fader-PUC asked Dinwiddie if the changes he was discussing would result in a rate change. Dinwiddie stated there would be no rate change. Freddi Pennington-Qwest then reviewed two additional notifications regarding Non-loaded Two Wire Loops and Analog Loops. Pennington explained that all changes were to correct typographical errors, and that there were no impacts to the CLECs with these changes. The team had no further questions on the examples provided.

Discussion then turned to the Escalation Process. Judy Schultz-Qwest presented a proposal for the intervals for Escalations. Schultz stated that Qwest could commit to a 7 day turnaround time for Escalations related to CRs since Qwest had the information on the CR and would have reviewed the CR response with Qwest executives. Schultz stated that Qwest would need 14 days for turnaround of an escalation not related to a CR. The team agreed to the modifications and updated the language in the Master Redline (See Attachment 12). It was also determined that there needed to be a definition of good faith. Tom Dixon-WorldCom and Andy Crain-Qwest agreed to provide the language at the next CMP Redesign meeting.

Judy Schultz-Qwest then began to review the Work Flow for CLEC Initiated Product/Process CRs (See Attachment 10). There was discussion regarding how clarification calls should be handled. Discussion followed that the clarification call should only be held with the CR originator, and that there should be no discussion of solutions in that meeting. Lynne Powers-Eschelon stated that there were 12 CRs that had been recently issued, and Eschelon did not have the time to be on all clarification calls. Sharon Van Meter-ATT stated that the clarification calls should be open to all

CLECs that wanted to participate to ensure that all CLECs had an opportunity to provide input into the CR if it impacted them. The group decided to take a vote on the decision to hold clarification calls with only the originating CLEC, or with all interested CLECs. It was determined by a vote of 4-2 that the clarification call would be held with only the originating CLEC. The team agreed to timelines and definitions that were updated in the document. Becky Quintana-PUC asked why the process that was being discussed was being considered "interim". Quintana asked why the processes being developed by the team were not considered as agreed to processes that could be reviewed later if necessary. Lynne Powers-Eschelon stated that Eschelon preferred keeping the processes as interim until they were addressed at a later date. Quintana stated that this approach appeared to be a duplication of work and that the processes discussed could be changed if it was determined that they did not work. Judy Schultz-Qwest stated Qwest supported adopting the process as permanent and that CMP, in general, would be subject to continuous improvements. Bill Littler-Integra stated that the intent was not to discard the work that had been done, and that the team could try out the processes that were developed and if they did not work then modify or fix them. Tom Dixon-WorldCom stated that this might be a matter of semantics, and that the reason the term interim was used was due to the fact that these processes were *being implemented while the team was developing the Master redline document*. It was then determined that the CLECs needed to caucus and vote on whether the language the team had agreed to for CLEC Originated Product/Process CRs should be incorporated into the Master Redline document. Tom Dixon-WorldCom stated concerns that the voting procedures did not follow earlier agreed to language on Voting and Impasse Issues, but the team determined that the language could be addressed and updated at a later Re-design session. Liz Balvin-WorldCom stated that interim processes could be implemented as soon as possible, and that interim should be defined to make that clear. The CLECs caucused and the results of the voting and procedures for ongoing Re-design sessions were determined (See Attachment 11). The team then reviewed the Issues/Actions log which was updated following this Re-design session (See Attachment 4).

Issues/Action Items:

OPEN	CLOSED
#104: Parity in Retail changes	#38: Notifications
#105: Parity Compliance	#60: CLEC Questionnaire
#106: Definition of Terms	#63: CMP Re-design
#107: CMP Roles and Responsibilities	#66 and 67: 271Workshop SGAT
#108 and 109: PCAT-Tech Pub Notification	#72: CR Process
#110: CLEC Operating Procedures	#73: Account Management
#111 and 112: Documentation	#74: Cancelled—duplicative of #72
#114: CLEC Impacting Check Sheet	#80 and 81: Escalation
#115: SGAT Language	#83-86: Dispute Resolution
#116: New Product Offering	#87: Re-design Impasse Resolution
#118: Criteria for Denied CR	#96: Introduction and Scope
#119: Video Conferencing	#97: Types of Changes
#120, 121, 124: Qwest's Status Report Filing	#101: Schedule of Working Sessions
#123, 125: Interim Process	#113: Interim Exception Process
	#117: CMP Re-design Location
	#122: Source of Change

CLEC-Qwest Change Management Process Re-design

October 2 and 3, 2001 Working Session

ATTENDANCE RECORD

Core Team Members

10/2	10/3	Company	Last Name	First Name	Email	Phone	Comments
		Accenture	Powell	Mark			
X	X	Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
X	X	AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
		AT&T	Hydock	Mike	mkydock@att.com	303-298-6653	
		AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
X	X	AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
X	X	AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
X	X	AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6178	
X		Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
		CapGemini	Ferris	Robyn			
X	X	Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
X	X	Covad Communications	Gindlesberger	Larry	Lgindles@covad.com	330-209-5499	
		Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
X	X	Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
X	X	Eschelon Telecom	Powers	Lynne	lpowers@eschelon.com	612-436-6642	
		Eschelon Telecom	Stichter	Kathy	klstichter@eschelon.com	612-436-6022	
X	X	Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
		McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
X	X	Qwest	Bliss	Judy	Sbliss@qwest.com	402-422-8006	
X	X	Qwest	Crain	Andy	Acraia@qwest.com	303-672-2926	
X	X	Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
		Qwest	Green	Wendy	Wteepe@qwest.com	303-382-8124	
		Qwest	LeMon	Lynne	Llemon@qwest.com	303-965-6321	
X	X	Qwest	Maher	Jim	Jxmaher@qwest.com	303-896-5637	Scribe
X	X	Qwest	McDaniel	Paul	prncdan@qwest.com	303-896-4552	

CLEC-Qwest Change Management Process Re-design

October 2 and 3, 2001 Working Session

ATTENDANCE RECORD

X	X	Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
X	X	Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	

CLEC-Qwest Change Management Process Re-design

October 2 and 3, 2001 Working Session

ATTENDANCE RECORD

Core Team Members (continued)

10/2	10/3	Company	Last Name	First	Email	Phone	Comments
X	X	Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
X	X	Qwest	Thompson	Jeff	jthomp@qwest.com	303-896-7276	
X	X	Qwest	Woodcock	Beth	woode@perkincoite.com		
	X	SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	
		Scindo Networks	DeGarlais	Vince	vcedegarlais@scindonetworks.com	720-528-4207	
		Scindo Networks	Gavrilis	George	Gtgavrilis@scindonetworks.com	720-528-4193	
X	X	Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-433-8499	
X	X	Sprint	Neis	Ellen	Ellen.neis@mail.sprint.com		
X	X	Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
		Telcordia	Thompson	Nancy			
X	X	WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
X	X	WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
X	X	WorldCom	Hines	LeiLani	LeiLani.Jean.Hines@wcom.com	303 217-7340	
X	X	WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

10/2	10/3	Company	Last Name	First	Email	Phone	Comments
	X	Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
X	X	Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	
		KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	
X	X	KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	

Facilitator

X	X	XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	
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Attachment 2

Announcement Date: September 28, 2001
Effective Date: October 2, 2001

Document Number: GENL.
Notification Category: General
Target Audience: CLECs, Resellers

Subject: Agenda for October 2 and 3, 2001 CLEC-Qwest Working Session to Modify the Change Management Process

TO:

The agenda for the October 2 and 3, 2001 Change Management Process Re-design working session with the Core Team are attached for your reference. Please note the earlier start time for Tuesday and the new Minneapolis location.

Date: October 2 and 3, 2001
Locations: 1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO (you will be greeted at the door) and 200 South 5th Street, 1st Floor, Multi-purpose Room Minneapolis, Minnesota
Time: Both days will begin at 9:00 am and end by 5:00 pm Mountain Time

Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)

Meeting material will be emailed to you or you may access the CMP Re-design web site on Friday, September 28: <http://www.qwest.com/wholesale/cmp/index.html>. However, the agenda is attached for your review. Please contact Jim Maher (303-896-5637) to confirm your participation in-person or via the conference line and what location.

Sincerely,
Qwest
Attachments

Meeting material on the CMP Re-design web site

October 2 & 3 CMP Re-Design Meeting Notice and Agenda - Revised 09-28-01

CMP Re-design Issues and Action Items Log - September 20

CMP Re-design Procedures for Voting and the Impasse Resolution Process - Revised 09-20-01

Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 09-20-01

Qwest Table of Contents-Issues List - 09-20-01

Schedule of CMP Re-design Working Sessions - Revised 09-20-01

Written Summary Regarding Qwest's Proposed Process for Qwest Changes to Product, Process, and Technical Documentation - 09-25-01

Working Session to Negotiate A Modified Change Management Process

0Tuesday, October 2, 2001 and Wednesday, October 3, 2001

19:00 am to 5:00 pm Central Time

1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO

200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota

Conference Bridge: 1-877-847-0304 Passcode: 7101617 (hit #)

LAGENDA – Tuesday, October 2

C. TOPIC	LEAD
Introduction (9:00 am – 9:15 am CT)	Judy Schultz, Qwest
<ul style="list-style-type: none">• Review Core Team Membership• Review Agenda	Judy Lee, Facilitator
Discussion and Status (9:15 am – 5:00 pm CT)	All
9:15 am – 9:45 am	
<ul style="list-style-type: none">• Qwest's Status Report for 271 Filing (Action #69) (Andy Crain, Qwest)	
9:45 am – 10:30 am	
<ul style="list-style-type: none">▪ What is the process for discovering retail parity issues? (Action #95)	
10:30 am – 2:00 pm	
<ul style="list-style-type: none">▪ Introduction and Scope (Action #17A, 91 good faith, 96) (Includes 30 minute break for lunch)	
2:00 pm – 4:50 pm	
<ul style="list-style-type: none">• CLEC Summary Issues (Time period is not restrictive. Discussion may continue Oct 3, as needed.)	
Closing Remarks (4:50 pm to 5 pm CT)	Judy Schultz
Adjourn	

Working Session to Negotiate A Modified Change Management Process

2 Tuesday, October 2, 2001 and Wednesday, October 3, 2001

39:00 am to 5:00 pm Central Time

1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO

200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, Minnesota

Conference Bridge: 1-877-847-0304 Passcode: 7101617 (hit #)

AGENDA – Wednesday, October 3

TOPIC

LEAD

Introduction (9:00 am – 9:15 am CT)

- Review Agenda

Judy Lee, Facilitator

Discussion and Status (9:15 am – 5:00 pm CT)

All

9:15 am – 11:15 am

- Review and Discuss
 - SGAT Language (Action #42, 66, 67) (Andy Crain, Qwest)
 - Escalation and Dispute Resolution Process (Action #72, 78, 79, 82-87)

11:15 am – 12:15 pm

- Service Managers (Toni Dubuque, Qwest)
 - Roles and responsibilities (Action #38, 73)

12:15 pm – 12:45 pm

- Break

12:45 pm – 1:45 pm

- Change Initiation Process (Action #72, 80, 81, 92, 94, 97, 98, 99)

1:45 pm – 4:15 pm

- Change to an Existing Interface (Action #51, 52, 53)
 - Application-to-Application
 - Graphical User Interface

4:15 pm – 4:30 pm

- Determine discussion items for next working session
 - Start time for first day of working session (Action #101)
 - Net-meeting capability (Action #102)
- Determine what supporting material is needed for the session

Quick Hit Implementation (4:30 pm to 4:50 pm CT)

Judy Schultz

Closing Remarks (4:50 pm to 5 pm CT)

Judy Schultz

Adjourn

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—October 3, 2001

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Tues., Oct 16 TIME: 9 am-5 pm MT 10 am-6 pm CT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface <ul style="list-style-type: none"> - Application-to-Application - Graphical User Interface • Prioritization of OSS Change Requests—begin discussion
DATE: Tues., Oct 30, Wed., Oct 31, and Thurs, Nov 1 TIME: 10 am-6 pm CT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Prioritization of OSS Change Requests—continue discussion • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing • Exception Process
DATE: Tues., Nov 13 TIME: 9 am-5 pm MT 10 am-6 pm CT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Production Support Training • Re-visit the CMP Web Site section • Managing the CMP • Determine elements for Product and Process CMP discussions (future sessions)
DATE: Tues., Nov 27- Thurs. Nov 29 TIME: 9 am-5 pm MT 10 am-6 pm CT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Continue CMP discussion on OSS Interface or begin discussion on Product/Process
DATE: Mon., Dec 10 and Tues. Dec 11	1801 California Street 23 rd Floor, Executive Conf	<ul style="list-style-type: none"> • Continue CMP discussion on OSS Interface or begin discussion on Product/Process

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS

Revised—October 3, 2001

Dates/Time	Location	Element
TIME: 9 am-5 pm MT 10 am-6 pm CT Conference bridge line: 1-877- 847-0304 (Passcode 7101617#)	Rm. Denver, CO	

CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS
 Revised—October 3, 2001

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11— COMPLETED	1801 California Street, Denver, CO	<ul style="list-style-type: none"> • Kickoff
Thursday, July 19— COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8— COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16— COMPLETED	1005 – 17 th Street, 1 st Floor, Junior Board Room Denver, CO	<ul style="list-style-type: none"> • Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street 23 rd Floor, Executive Conference Room, Denver, CO	<ul style="list-style-type: none"> • Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled

Work	Flow Step	Description	Status Phase	Milestone
		and subsequent clarifications. Clarifications and/or modifications related to the CR will be incorporated. Qwest's SME will present options and potential solutions to the CR. General consensus will be obtained from the participating CLECs as to the appropriate direction/ solution for Qwest's SME to take in responding to the CR.		
4	Qwest Response Issued	<ul style="list-style-type: none"> Qwest's SMEs will develop a draft response based on the direction from the Monthly CMP Meeting. The Qwest SMEs will obtain Qwest Director's acceptance and submit the response to the CRPM. Qwest's Responses will either be "Accepted (Qwest plans to adhere to CLEC request) with position stated, or "Denied" (Qwest does not plan to adhere to CLEC request) with detailed basis for the denial including reference to substantiating material. The CRPM will have the response posted to the WEB, inputted to CMP Database and CLECs notified. 	Evaluation Presented	Qwest Response Issued
5	Qwest Response Presented - Monthly	<ul style="list-style-type: none"> Qwest Responses issued prior to one (1) week before the Monthly CMP Meeting will be presented at the Monthly CMP Meeting by Qwest's SME. Qwest's SME will conduct a walk through of the response. Participating CLECs will be provided the opportunity discuss, clarify and comment on Qwest's Response. Based on discussions, Qwest's Response can be either: <ol style="list-style-type: none"> Accepted by the CLECs (Go to 6, Qwest Response Accepted) Rejected by the CLECs and escalated, or deferred (Go to 5B, Qwest Response Not Accepted) Additional revisions required (Go to 5A, Qwest Response Requires Revisions) 	Presented	Qwest Response Presented
5A	Qwest Response Requires Revision	<ul style="list-style-type: none"> Based on the comments received from the Monthly Meeting, Qwest's SME will revise Qwest's draft response and issue a formal response at the next monthly CMP meeting. 	Presented	
5B	Qwest Response (Not Accepted)	<ul style="list-style-type: none"> If the CLECs do not accept Qwest's response, they can elect to escalate the CR in accordance with agreed Escalation Procedures. CLECs may not accept Qwest's response, but do not intend to 	Denied	

Interim CMP CLEC Originated CR Work Flow for Product/Process

Work	Flow Step	Description	Status Phase	Milestone
1	CLEC Request (CR Submitted)	<ul style="list-style-type: none"> CLEC e-mails completed CR Form to Qwest's CMP Manager Qwest's CMP Manager reviews CR for completeness, assigns a CR Number and inputs CR into CMP Database. (2 business days) Qwest CMP Manager forwards CR to CMP Group Manager Qwest CMP Manager sends acknowledgment of receipt and logged CR to the CR submitter. Qwest CMP Manager post submitted CR to the CMP web site (posting is updated as required) (2 days after acknowledgment) Process to be determined. 	Submission	CR Received
1A	Qwest Originated Change Created	<ul style="list-style-type: none"> Process to be determined. 		
2	Subject Matter Expert Assigned	<ul style="list-style-type: none"> CMP Group Manager assigns a Change Management Project Manager (CRPM) and identifies the appropriate Director responsible for the CR. CRPM obtains from the Director the assigned Subject Matter Expert(s) (SME). 	Submission	SME Assigned
3	SME & CLEC Clarification Meeting	<ul style="list-style-type: none"> CRPM Coordinates and holds a Clarification Meeting with the Originating CLEC and Qwest's SMEs within eight (8) business days after receipt of the submitted CR. At the Clarification Meeting, Qwest and the Originating CLEC will review the submitted CR, validate the intent of the Originating CLEC's CR, clarify all aspects, identify all questions that need to be answered and deliverables to be produced that would answer the Originating CLEC's CR. CRPM will document and issue confirming meeting minutes. Qwest's SMEs will internally identify options and potential solutions to the CR. CRs received by the first of the month (1st business day of the Month) will be presented at the next Monthly CMP Meeting. The Originating CLEC will present its CR and provide any business reasons for the CR. Clarifications identified during the prior Clarification Meeting will be identified. Participating CLECs will be given the opportunity to comment on the CR 	Clarification	Clarification Completed

**CLEC-Qwest Change Management Process Re-design
SCHEDULE OF WORKING SESSIONS**

Revised—October 3, 2001

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Sep 18 and Thursday, Sep 20— COMPLETED	1801 California Street 23 rd Floor, Executive Conference Room, Denver, CO	<ul style="list-style-type: none"> • Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—to be continued • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes
Tuesday, Oct 2 and Wednesday, Oct 3— COMPLETED	200 South 5th Street, 1 st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	Sep-20 Extended to Nov 13	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
24	Action	August 8 Meeting	CMP POC List	Establish a CMP POC list (primary and alternate POC) and post on web site	Qwest— Judy Schultz	Sep-5 Extended to Oct-2 Oct 17	Response is quite slow from the CLEC community, therefore Qwest is calling and asking CLECs to respond with contact information. In addition, Qwest to publicize the need for POC information at the Qwest sponsored CLEC Forums.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – Judy Schultz	Sep-5 Extended to Sep-20 Oct 15	10/3:Per Jim Maher—90% complete—will go on web Qwest will provide notice on the process via mail-out
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to revised based on Qwest	Qwest – Jim Maher Andy Crain	Sep-6 Extended to Sep-18 Sep-20 Oct-2 Oct 16	Related to Item #66

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
51	Action	August 16 Meeting	Types of Changes – OBF V.1	practice? Obtain SGAT language for versioning release language	Qwest – Judy Schultz Andy Crain	Sep-5 Extended to Sep-20 Oct-2-3 Oct 16	Pull language on OSS versioning currently in SGAT
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also address 'defects.'	Qwest – Judy Schultz	Sep-5 Extended to Sep-20 Oct-2-3 Oct 16	
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvements to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team.	Qwest – Judy Schultz	Sep-5 Extended to Sep-20 Oct-2-3 Ongoing	Qwest to use redlined CMP format for its proposed language
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re- design	Core Team	On-going	
69	Action	Sep 6 Meeting	Qwest Status Report	Review red lined document and Qwest status report prior to scheduled filing	Core Team	On-going	Andy Crain to distribute documents no later than Sep 27 for re-

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				prior to scheduled filing. 9/18: Qwest to provide documents to participants no later than Sep 27 for review.			design team review prior to Oct 2 meeting. Will visit at each meeting.
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes?	Qwest – Judy Schultz	Sep-18 Extended Sep-20 Oct-2-3 Oct 16	Susie Bliss will provide overview of the process at the Sep 19 CMP product/process meeting. Defer until discussion on Scope is scheduled. Scheduled call on October 5 – Susie Bliss.
76	Action	Sep 18 Meeting	Escalation URL	Create URL for Escalated issues to be submitted	Qwest – Schultz	To be determined	Should include issue and proposed solution
78	Issue	Sep 18 Meeting	Escalation Posting on Web Site	What is a reasonable time frame for posting an escalation issue and response (e.g., within one business day)?	Qwest – Judy Schultz	Sep-20 Extended Oct-3 Oct 16	Language under Escalation
79	Issue	Sep 18 Meeting	Escalation Mail-out	Can a mail-out process be established for Escalated items (issue and response)?	Qwest – Judy Schultz	Sep-20 Extended Oct-3 Oct 16	

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
88	Action	Sep 18 Meeting	CMP Process	Propose language for “proprietary CR”	Qwest—Judy Schultz	Sep-20 Extended Oct-3 Oct 16	
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary?	Core Team	Oct-3 Extended Oct 16	
91	Action	Sep 18 Meeting	Introduction and Scope	Define “good faith” and “normal CMP process” (3.4.1)	Tom Dixon Andy Crain	Sep-20 Extended Oct-3 Oct 16	
92	Action	Sep 18 Meeting	CR Process	Include in the CR Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Core Team	Sep-20 Extended Oct-3 Nov 1	Sub-committee to create language and distribute to Core Team by Sep 27. Oct 3: Qwest to put language around these issues
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	Sep-20 Extended Oct 30	
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address ‘draft’ industry guideline changes?	Core Team	Oct-3 Extended Oct 16	
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops?	Qwest—Judy Schultz	Oct-2-3 Extended Oct 16	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
98	Issue	Sep 20 Meeting	CR Process	How many days after receipt of the CR will Qwest contact the originator to clarify CR if necessary?	Qwest—Judy Schultz	Oct 2-3 Extended Oct 16	Language for CR Initiation
99	Action	Sep 20 Meeting	CR Process	Qwest to provide language on Production Support. Also address severity levels and defects.	Qwest—Judy Schultz	Oct 3-4 Extended Nov 13	
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	Oct 16 Extended Nov 13	
103	Action	Sep 20 Meeting	CMP Re-design Web Site	Clean up the CMP Re-design Web Site to house the latest version of documents.	Qwest—Jim Maher	Oct 16	
104	Action	Oct 2 Meeting (Meagan - Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest - Judy Schultz	Oct 16	
105		Oct 2 Meeting (Dixon - WCom)	Parity	Provide training package and check list used by Qwest to train retail in identifying changes that impact CLECs	Qwest - Judy Schultz	Oct 16	This replaces # 95 Option 1 - Qwest sends everything Option 2 - Qwest screens notification to only CLEC impacting changes

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change) Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to			
106	Action	Oct 2 Meeting	Definition of terms	Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition?	Core Team	Ongoing	Terms: Design, Development, Notification, Testing, Implementation and Disposition
107	Action	Oct 2 Meeting	Scope— Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope	Core Team	Oct 30	Reference language under Administration per OBF structure

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been released thus far as they relate to 271 workshop commitments Provide a list of notifications that are to be released	Qwest – Judy Schultz	Oct 16	Also present at the Oct 17 CMP Product/Process meeting
109	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Put together snapshot view of notifications to be released going forward in order to formulate and implement an adequate interim process for CLEC notification for PCAT and Tech Pub changes.	Qwest – Judy Schultz (Susie Bliss)	Oct 3 Extended Oct 16	Presented during Oct 3 re- design Conference call scheduled for Oct 5 to discuss.
110	Action	Oct 3 Meeting	CLEC Operating Procedures	Define” CLEC operating procedures “	Qwest – Andy Crain (Susie Bliss)	Oct 16	Will be discussed offline on Oct 5 – Susie Bliss (develop checklist)
111	Issue	Oct 3 Meeting	Document	CLEC consensus on “red lining” document changes and to include a running log in front of the document highlighting the changes	Core Team	Oct 16	CLECs need to see sample of red-lined document and historical change log

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log--OPEN

Revised--October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
112	Issue	Oct 3 Meeting	Document	Provide determination on whether or not Qwest can go back and "red line" as per the committed to going forward process for document change notification and if so - how far back	Qwest - Judy Schultz (Dana)	Oct 16	
114	Issue/ Action	Oct 3 Meeting	CLEC Impacting Check Sheet	Put together internal check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5.	Qwest - Judy Schultz (Susie Bliss)	Oct 16	Attendees include - but are not limited to: Allegiance WCom Eschelon AT&T
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process	Core Team	On-going	
116	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Core Team	TBD	Will address later during CMP discussion on Product/Process.
118	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Qwest-- Judy Schultz	Oct 16	Criteria examples: Specific regulatory ruling Qwest Policy Business (e.g., Cost)

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
119	Action	Oct 3 Meeting	Video Conference	Can Qwest provide video conferencing capability for the CMP redesign meetings?	Qwest— Judy Schultz	Oct 16	
120	Action	Oct 2 Meeting	Qwest's Status Report Filing	Determine what should be 'highlighted' in the Master Redline framework to show element/s discussed.	Core Team	Oct 16	
121	Action	Oct 2 Meeting	Qwest's Status Report Filing	Timeframe for CLEC review of Qwest's Status Report CLEC comments to Andy no later than close of business Fri, Oct 5 Andy Crain issues revised document by Mon, Oct 8 COB Additional CLEC comments to Andy by Tues, Oct 9 5pm MT Qwest files Wed, Oct 10	Core Team Andy Crain	Oct 5 Oct 8 Oct 9	Oct 2: Andy Crain shared draft Status Report with redesign Core Team
123	Issue	Oct 3 Meeting	Interim Process	Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as language included (but not limited to) in the Master Redlined	Core Team	Oct 16	Andy Crain to provide a redlined document proposal for Core Team review

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				framework. Want a final review of proposed redlined language			
124	Issue	Oct 3 Meeting	Qwest's Status Report Filing	CLECs request Qwest to refer in the Status Report that the entire redlined document is an interim draft (not final but operational) until final approval by all parties has been completed.	Qwest— Andy Crain	Oct 16	

**CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—CLOSED**

Revised—October 5, 2001

CLOSED ISSUES and ACTION ITEMS (items in BLUE were closed at the last working session)						
#	Issue/ Action	Originator	Category	Description	Owner	Due Date
1A	Issue	July 11 Meeting	3 rd Party Provider Role	What role do 3 rd Party Providers play in this re-design effort? a) 3 rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves or the CLEC-client [Process=Yes, Vote=No] b) 3 rd Party Providers are allowed to 'voice' and 'vote' as any CLEC in this re-design effort [Process and Vote=Yes] c) 3 rd Party Providers are excluded from the core team [Process and Vote=No] d) 3 rd Party Providers are part of the core team to re-design the process, however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client with an LOA	Core Team	CLOSED July 19
						DECISION: d) 3 rd Party Providers are part of the core team to re-design the process; however no 'voting' rights on behalf of themselves, but can vote on behalf of the CLEC client if a Letter of Authorization is in effect. The LOA must be provided to Judy Schultz.

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				[Process=Yes, and Vote=Yes for CLEC client, Vote = No for themselves]			
1B	Action	July 11 Meeting	3 rd Party Provider	Core Team to conclude discussion and participants to decide on one of the above scenarios	Core Team	CLOSED July 19	COMPLETED in July 19 meeting.
1C	Issue	July 19 Meeting	Voting	Can a CLEC represent another CLEC on Voting for CMP re-design process?	Core Team	CLOSED July 19	DECISION: Yes, if a Letter of Authorization is in place for a specific session and on specific issues. The LOA must be provided to Judy Schultz.
1D	Issue	July 19 Meeting	Voting	If a CLEC or core team member is absent, how do we handle the vote?	Core Team	CLOSED July 19	DECISION: It is a CLEC's responsibility to have a same CLEC backup, or a LOA in place with an alternate.
1E	Action	July 19 Meeting	Voting	Create a standard voting form	Qwest -- Mark Routh	CLOSED August 7	COMPLETED: Voting form created and will be included in the draft meeting minutes for 8/7-8/8 session

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
1F	Action	July 19 Meeting	LOA	Create a standard for LOA for topic, meeting, and date to be used during the re-design sessions.	Qwest - Judy Schultz	CLOSED August 7	COMPLETED: LOA presented, discussed and agreed upon during the 8/7 Meeting.
1G	Action	July 19 Meeting	Voting	Define rules for a quorum when a 'vote' is required	Core Team	CLOSED August 7	DECISION: Quorum is defined as - 51% of the present Core Team Members - Majority vote by present Core Team Members carries the decision
1H	Action	July 19 Meeting	Voting	Seek written permission from July 19 participants if 3rd Party Provider voting results can be posted on the web site as part of the FINAL meeting notes.	Qwest—Mark Routh	CLOSED August 16	Participating CLECs (SBC Telecom not available) provided permission for Qwest to include voting results as part of the FINAL 7/19 Meeting Minutes COMPLETED: SBC Telecom gives permission to publish its 7/19 voting result.
2	Action	July 11 Meeting	Baseline Docume	Create a single document that inserts CLEC comments	Judy Lee	CLOSED July 19	COMPLETED: A tool for the working

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			nt	on areas for improvement in Qwest's CMP into the appropriate sections of the OBF 2233 version 2 framework			session is posted on the web site
3	Action	July 11 Meeting	Agenda Items	Schedule agenda items/elements for future working sessions	Core Team	CLOSED July 19	COMPLETED: See schedule of working sessions on the web site
4	Action	July 11 Meeting	Working Session Location	Decide the location for September working sessions	Core Team	CLOSED July 19	COMPLETED: All sessions will be hosted by Qwest and held in Denver, CO
5	Action	July 11 Meeting	CMP Redesign Web Site	Enhance the CMP web site to include the CMP Redesign information	Qwest—Mark Routh	CLOSED July 19	COMPLETED. See CMP web site for "CMP Redesign"
6	Issue	July 19 Meeting	CMP Redesign Material	What is the process to share CMP redesign material with the CLEC community?	Qwest—Judy Schultz	CLOSED July 19	COMPLETED: Draft minutes and material will be shared with the core team participants for input. Afterwards, Qwest will finalize the minutes and post on the web site. CLECs will be notified about the posting. DECISION: Participants decided that Qwest should issue a notice referring CLECs to the web site for meeting minutes, handouts and agenda for

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
7A	Action	July 11 Meeting	Post CLEC Comments on Web Site	CLEC requested that Qwest post all CLEC comments on the CMP Re-design web site.	Qwest—Mark Routh	CLOSED July 19	next meeting. The handouts will not be attached to the notice. COMPLETED: Matrix is posted on the web site
7B	Action	July 11 Meeting	Written Permission to Post CLEC Comments	Seek clearance in writing from individual CLECs to post their comments on the CMP Redesign web site.	Qwest—Mark Routh	CLOSED July 13	COMPLETED: CLECs that provided comments allowed Qwest to post on web site
8	Action	July 19 Meeting	Notice and Distribution Lists	Provide guidelines for CLEC notifications and distribution list - Ease-of-use - Comment/Reply process including web site option to comment - Contact information - Identify limitations on contact information: proprietary, open-to-participant, or open-to-all	Core Team	CLOSED August 7	COMPLETED: Established four categories for notices to facilitate notification efficiency.
9	Action	July 19 Meeting	Re-name	Do we need to rename CMP to CMP-CMP to CMP? Rename co-provider to CLEC?	Core Team	CLOSED August 16	DECISION (7/19): Qwest will rename co-provider to CLEC and provider to Qwest.

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
10	Action	July 19 Meeting	ATIS	Research what ASOG activities are being worked on at ATIS.	Qwest—Judy Schultz	CLOSED August 7	DECISION (8/7): Recommendation to rename from CMP to CMP will be presented at 8/15 CMP Meeting DECISION: (8/15) CLECs agreed to change CMP to CMP COMPLETED: ATIS is not developing a Change Management process that includes ASRs. Related to Issue #17B.
11A	Action	July 19 Meeting	CMP Meeting Distribution Package	Determine what to include in the CMP meeting distribution packages.	Core Team	CLOSED August 8	COMPLETED: REDLINED CMP re-design framework will reflect results of discussion.
11B	Action	August 8 Meeting	CMP Meeting Distribution Package	Qwest to provide a sample of the "report" containing information for CMP meeting.	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Judy Schultz presented example report and CLECs accepted the 'report' concept.
11C	Action	August 8 Meeting	CMP Meeting Distribution Package	CLECs have a need to see one document/report containing all information (single point of reference). For example, CR/RN Logs need to include originator,	Qwest—Judy Schultz	CLOSED Sep 5	DECISION: Rollout to CLEC community at the 9/19 Monthly CMP meeting. COMPLETED:

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				title, description, history and status, so that individual CRs and RNs do not need to be included in Monthly Meeting package. CRs also need to include actual response/s and decision. Present a sample distribution package for review with updated tracking documents			Qwest presented mockup at the 9/5 re-design meeting.
12	Action	July 19 Meeting	Walk-On Agenda Items	Add walk-on item to the end of each CMP meeting agenda.	Qwest—Mark Routh, Matt Rossi	CLOSED July 19	DECISION: Qwest will add walk-on items to the end of each agenda, as appropriate, starting with the August 15 meeting
13A	Action	July 19 Meeting	CMP Web Site	Review CMP web-site and suggest potential changes and guidelines	Core team	CLOSED August 7	COMPLETED: Included in 8/8 redlined CMP framework
13B	Action	August 7 Meeting	CMP Web Site	Can Qwest display new naming convention on the CMP web site (CRs and RNs)—e.g., Ability to click category and receive next sub category?	Qwest – Judy Schultz/ Core Team	CLOSED August 14	COMPLETED: Closed on proposals for sub-category under the 4 categories (Systems, Product, Process and Network). Qwest is able to display naming convention on web site

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13C	Action	August 7 Meeting	CMP Web Site	Provide location (link) where all notification documents are kept – Wholesale web site	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun shared proposed screen shots with Core Team on 9/5. Related to Items #13F, 37, 44, and 61.
13D	Action	August 7 Meeting	CMP Web Site	Add English title to all new and existing CRs posted on the CMP web site	Qwest – Mark Routh Matt Rossi	CLOSED Sep 5	COMPLETED: Matt and Mark have updated the web sites to add the requested information.
13E	Action	August 8 Meeting	CMP Web Site	Qwest to determine how to time-stamp each web site page (whenever the page is updated on the web site)	Qwest – Judy Schultz	CLOSED August 14	COMPLETED: Qwest is currently doing this today and will continue on all updated pages
13F	Action	August 8 Meeting	CMP Web Site	Develop timeframe to roll-out web site and mail-out process	Qwest – Judy Schultz	CLOSED Sep 20	Per Jarby Blackmun, Qwest is targeting early November to deploy modifications to CMP web site.
14A	Action	July 19 Meeting	Notification Process	Discuss guidelines for the notification process at the next session.	Qwest – Judy Schultz	CLOSED August 7	Refer to re-worded Action #14C.
14B	Action	August 7 Meeting	Notification Process	Explore functionality and capability of the “mail out” tool used for Product/ Process notifications.	Qwest – Judy Schultz	CLOSED August 8	COMPLETED: “Mail-outs” are not on the web site—pending closure on the categories and sub-categories from Core Team (see Item #13B)
14C	Action	Updated	Notification Process	Using proposed	Qwest –	CLOSED	COMPLETED:

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log--CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
	n	August 7 Meeting (7/19)	on Process	naming convention, build a matrix of possible combinations for RN titles.	Judy Schultz	August 14	CLECs provided upgrades to Judy Schultz' proposal. As a result of this discussion, opened Item #14D
14D	Action	August 7 Meeting	Notification on Process	Take existing system, product and process notification and modify to match proposed naming convention to obtain one single naming convention for all notifications	Qwest - Judy Schultz	CLOSED Sep 5	DECISION: Qwest will adopt a single naming convention for notifications. Progress will be monitor at the Monthly CMP meetings.
14E	Issue	August 8 Meeting	Notification on Process	What category (i.e., 4 category) should be used to notify CLECs of the introduction of a new product? Should Qwest send one notice addressing product and process, or two separate, but redundant notices (i.e., one for Product and another for Process but with the same content)?	Core Team	CLOSED August 8	DECISION: Qwest to send a Product notice and a separate Process notice with the same content information— redundant notices with different category and name on the subject line.
14F	Action	August 8 Meeting	Notification on Process	Provide proposals for sub-categories (e.g., Product Family) under each	Qwest— Judy Schultz	CLOSED August 14	COMPLETED: Web Site modification rollout is dependent on proposal for sub-categories—see Item 14C

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				notice category (Systems, Product, Process and Network) and links.			14C. Presented and closed during 8/14 Re-Design meeting
16	Action	July 19 Meeting	Qwest Comments on MATRIX	Include Qwest comments on the MATRIX (OBF Issue 2233 with CLEC Comments)	Qwest—Judy Schultz	CLOSED August 14	COMPLETED: Included Qwest's proposal on the MATRIX.
15	Action	July 19 Meeting	Notice	Research source and readability of event notifications (software applications)	Qwest—Mark Routh	CLOSED August 7	COMPLETED: System outages and event notifications are now being released in a "doc" format.
17A	Issue	July 19 Meeting	Scope	Qwest expressed concern that the Scope needs further clarification. Qwest will propose language to re-visit the Scope at a future session.	Qwest—Judy Schultz	CLOSED Oct 2	Element revisited on Sep 18 and 20 with action taken by Core Team and Qwest to further discuss on Oct 2 and 3.
17B	Issue	August 7 Meeting	Scope	Describe Qwest's position for systems and functionality supported in the current CMP process (i.e., EXACT, HEET)	Qwest – Judy Schultz	CLOSED Sep 5	August 14 discussion provided a definition for OSS Interfaces that includes system functionality.
17C	Action	August 7 Meeting	Scope	Dialogue on introduction and scope to seek input from CLECs to prepare for Qwest's proposal on September 20 th	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Qwest will provide proposal on Sep 20 for discussion.
18	Action	July 19 Meeting	PIDs	WorldCom will provide the Core	WorldCom	CLOSED August 7	COMPLETED: Liz Balvin sent PIDs on July

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				provide the Core Team members with the latest PIDs for Change Management.	Liz Balvin		20 th
19	Issue	July 19 Meeting	Contact Information	Eschelon requested that contact information for all participant be included on the CMP Re-design web site	Qwest—Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: All contact information now included on the Re-Design page on the CMP web site
20	Action	July 19 Meeting	Discussion Items under Issues/Action Item Log	Eschelon requests to include on the agenda topics for discussion under Issues and Action Items Log	Qwest—Judy Schultz	CLOSED August 7	Request from review of 7/19 DRAFT meeting notes and material COMPLETED: Updated 8/7-8/8 agenda
21A	Action	August 7 Meeting	Core Team	Establishing CMP Re-Design Core Team Membership	Qwest – Judy Schultz	CLOSED August 7	COMPLETED: Reviewed Core Team membership
21B	Action	August 7 Meeting	Core Team—Meeting Quorum	Establish Core Team Quorum at the beginning of each working session	Qwest – Judy Schultz	CLOSED August 7	DECISION: Quorum determination will be added to the agenda and be determined by attendance at each working session
22	Issue	August 7 Meeting	Core Team—	Define Expectations of Core Team	Core Team	CLOSED August 7	DECISION: Core Team Expectations/

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Expectations	Membership			<p>Responsibilities:</p> <ul style="list-style-type: none"> - Dedicated resource to negotiate a new CMP process. - Core Team Members can be added at any time understanding the roles and responsibilities of a Core Team Member. - Core Team Members must commit to participate either in person, via conference call, or by LOA in each working session. - Core Team Membership will be revoked if 3 consecutive working sessions are missed. - Core Team member will not be allowed to vote on any issue in which they did not participate.
23	Action	August 7 Meeting	Upcoming Event Calendar	Provide an "up coming" events page on the CMP web site that includes all monthly meetings, re-design meetings and any other interim ad hoc meetings/calls	Qwest – Mark Routh, Matt Rossi	CLOSED Sep 5	COMPLETED: Calendar is on the web site.
25	Issue	August 8	Quick	How should Qwest	Core	CLOSED	DECISION:

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	Hit Fix	introduce some Change Management Process changes ahead of completing the re-design CMP effort?	Team	August 8	Qwest will review any proposals with the CMP re- design Core Team members before communicating at a Monthly CMP Meeting. During the Monthly CMP Meeting, Qwest will let meeting attendees know who participated in designing the Quick Hit proposal. “Quick Hit Fix” will be a standing item for the Monthly CMP Meeting agenda.
26	Action	August 8 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/7-8/8 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED August 8	DECISION: – DRAFT Meeting Minutes and materials (by Fri, 8/10 9am MT) – Distribute DRAFT to 8/7- 8/8 re-design session participants for review (by Fri, 8/10 Noon MT) – Participants provide Matt Rossi with corrections/additions (Mon, 8/13 Noon MT) – FINAL Meeting Minutes and materials to be distributed and posted on CMP Re-design web site

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
27	Action	August 8 Meeting	CMP Re-design Location	Determine location for the October, November and December re-design working session.	Core Team	CLOSED August 16	(by Tuesday, 8/14) Qwest has tentatively reserved meeting rooms in Denver, Colorado DECISION: (8/16) October sessions will be held in Minneapolis, except for CMP week; November and December sessions will be held in Denver COMPLETED: Monthly CMP meeting is moved to 12/12.
28	Action	August 8 Meeting	Monthly CMP Meeting	Move December meeting to 12/12	Qwest—Mark Routh, Matt Rossi	CLOSED August 16	COMPLETED: Monthly CMP meeting is moved to 12/12.
29	Action	August 8 Meeting	Exception Process	Share other ILEC Exception Process with 8/14 working session participants to be used as a base.	Sprint—Sandy Evans	CLOSED August 14	COMPLETED: Sprint and AT&T brought samples.
30	Action	August 14 Meeting	CMP Web Site	Add Meeting Agenda, material, dates to web site CMP category	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Began with August 14 and 16 meeting minutes
31	Action	August 14 Meeting	CMP Web Site	Change category Ordering to Repair/Maintenance	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
32	Action	August 14 Meeting	CMP Web Site	Add Raw Loop Data Tool to the IMA GUI section of web site categories for Systems	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
33	Action	August 14 Meeting	CMP Web Site	Add another sub-category of "Other" for systems with possible expansion later after re-visit of the scope discussion.	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
34	Action	August 14 Meeting	CMP Web Site	Investigate adding back end systems to the sub categories of the Systems notifications on the web site (WFA, TIRKS, etc)	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
35	Action	August 14 Meeting	CMP Web Site	Add "procedures" as a sub category (2) to the Process section	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: This is to include any joint procedures that involve both the CLEC and Qwest – e.g., repair and exchange of CLEC owned equipment
36	Action	August 14 Meeting	CMP Web Site	Add "Tariffs" as a main category in the proposed matrix	Qwest—Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
37	Action	August 14 Meeting	CMP Web Site	Investigate the possibility of housing all RNs, CRs and Training information in one location and providing multiple methods in which this information is accessed on the web site. Example, this can be a search by number or search by category	Qwest – Judy Schultz	CLOSED Sep 20	Jarby Blackmun provided overview on CMP web site with search capabilities. Demo is available for CLECs on CMP web site.
38	Issue	August 14	Notification	Identify designated owner or	Qwest –	CLOSED	Qwest will continue to refer

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
		Meeting	ons	point of contact for the mail outs to contact with problems – example web sites listed with in-active URLs. 9/5: Is there flexibility in the process to support CLECs on notices (e.g., Help Desk, Sales Manager)?	Judy Schultz	Oct 2 (Extended to Oct 17 regular CMP)	a CLEC to their respective Service Manager if there are questions pertaining to a notification. 9/5: CLECs need to work with their respective Service Manager, and if necessary, speak with the Service Manager's boss to clarify questions pertaining to a specific notice. 9/18: Toni Dubuque will join Oct 3 session to discuss
39	Issue	August 14 Meeting	CMP Web Site	Provide screen shots of the web site to give visual representation	Qwest – Judy Schultz	CLOSED Sep 5	DECISION: Toni Dubuque to discuss this issue with the CLECs at the Oct 17 CMP Product/Process Meeting. COMPLETED: See Jarby Blackmun's Qwest Wholesale CLEC "Notices On-Line" presentation, dated Sep 4, 2001 on the CMP Re- design web site.
41	Action	August 14 Meeting	CMP Web Site	Add the Re-Design page on the CMP section of the Proposed Release Notification matrix	Qwest – Judy Schultz	CLOSED Sep 5	COMPLETED: Revised Naming Convention matrix.
43	Action	August 14	CMP	Investigate possibilities for	Qwest –	CLOSED	COMPLETED:

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
	n	Meeting	Web Site	displaying (posting) and sorting Sub-category 3 of the web site	Judy Schultz	Sep 5	Jarby Blackmun informed the team that search capabilities will include category, sub-category and document number.
44	Action	August 14 Meeting	Notification	Create instructions for access to web site notification	Qwest - Judy Schultz	CLOSED Sep 20	DECISION: Per Core Team, not required due to simplicity of using the modified CMP web site.
45	Action	August 14 Meeting	Voting Tally Form	Incorporate Qwest's position on the Voting Tally Form	Qwest - Judy Schultz	CLOSED August 16	COMPLETED: See Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re- design web site
46	Action	August 14 Meeting	Voting	Draft a proposal for a voting procedure and contingency dispute resolution process for dead-lock	Judy Lee	CLOSED August 16	COMPLETED: See proposed Procedures for A Vote and Impasse Resolution Process (includes Voting Tally Form) on the CMP Re-design web site
48	Action	August 14 Meeting	Voting	Determine how to reach resolution within the CLEC community if impasse were to occur – present draft proposal	AT&T - Terry Bahner	CLOSED Sep 5	DECISION: CLECs will hold a conference call to achieve consensus to resolve an impasse issue.
49	Action	August 16 Meeting	Types of changes – OBF	Look at other industry bodies that need to be included in type 3 changes	Core Team	CLOSED Sep 20	COMPLETED: Types of Changes discussed on Sep 20.

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
50	Action	August 16 Meeting	V.1 Types of Changes - OBF V.1	(e.g., ANSI and ATIS) Present change request flow chart, form, and procedures for CR handling	Qwest - Judy Schultz	CLOSED Sep 5	COMPLETED: Flow chart of change request process was discussed with modifications. Qwest to make modifications (add Denied, Escalated, Deferred and Withdrawn) and present flow chart to the CLEC community at the Sep 19 Monthly CMP meeting.
54	Action	August 14 Meeting	Meeting Minutes	Add action item verbiage to the meeting minutes as opposed to referencing the action items document	Qwest - Judy Schultz	CLOSED Sep 5	COMPLETED: Began with the August 14 and 16 meeting minutes
55	Action	August 16 Meeting	Meeting Minutes Review	What is the timeline for DRAFT and FINAL 8/14 and 8/16 Meeting Minutes and material?	Qwest— Judy Schultz	CLOSED Sep 5	COMPLETED: - DRAFT Meeting Minutes and materials (by Tues, 8/21 Fri, 8/24) - Distribute DRAFT to 8/14 and 8/16 re-design participants for review (by Tues, 8/21 Fri, 8/24 COB) - Participants provide Mark Routh with corrections/additions (Thurs, 8/23-Tues, 8/28 COB) - FINAL Meeting Minutes and materials to be

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
							distributed and posted on CMP Re-design web site (by Monday, 8/27 Fri, 8/31) Qwest extended timeline on 8/21.
56	Action	August 14 Meeting	Meeting Minutes Update	<p>Revise August 7-8 Final Meeting Minutes to:</p> <ul style="list-style-type: none"> - Change "CLEC" to "Co-Provider" in the word CMP on page 3, paragraph 4 - Correct name to "Wicks" - Correct Evans-Sprint comments to "responses to CRs are sent to the originator via email, not posted on the web site." 	Qwest— Jim Maher	CLOSED Sep 5	COMPLETED: Refer to CMP Re-design web site for revised final meeting minutes.
57	Action	August 14 Meeting	Meeting Minutes Update	Revise July 19 Final Meeting Minutes to include the voting results on the 3 rd Party Provider issue—on August	Judy Lee	CLOSED August 21	COMPLETED: Revised Final July 19 Meeting Minutes are posted on the CMP Re-design web site.

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
58	Action	August 14 Meeting	Core Team Expectations	Update the document to: "New Core Team member will not be allowed to reopen a vote on any issue that has been decided on."	Judy Lee	CLOSED August 16	COMPLETED: Revised guidelines are posted on the CMP Re-design web site.
59	Action	August 16 Meeting	OBF August, 2001 Framework	Share with the re-design team the results of OBF Issue 2233 subcommittee proposal—a2v2	Judy Lee	CLOSED August 21	COMPLETED: Sent via email to all re-design participants.
60	Action	Sep 5 Meeting	CLEC Questionnaire	Verify if there is an entry on the CLEC questionnaire for contact information (POC). Does the questionnaire need to include primary and secondary point-of-contact?	Qwest – Matt Rossi	CLOSED Oct 2 (Moved to general Oct 17 CMP)	Promote the importance for CLECs to provide accurate contact information at the Qwest sponsored CLEC Forum. Primary and Secondary POC information is not entries in the questionnaire. DECISION: Address this issue at the October 17 CMP Product/Process meeting.

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
61	Action	Sep 5 Meeting	CMP Web Site	Provide an Archive on the CMP web site.	Qwest – Judy Schultz	CLOSED Sep 18	COMPLETED: Archive will remain on the CMP web site
62	Action	Sep 5 Meeting	Re-design Location	Provide location, directions and names of nearby hotels for Minneapolis meetings.	Qwest – Judy Schultz	CLOSED Sep 10	COMPLETED: Information provided to all CMP re-design participants
63	Action	Sep 5 Meeting	CMP Re-design	Provide examples at the Qwest sponsored Sep CLEC Forum of what has been changed as a result of the CMP re-design effort	Qwest – Judy Schultz	CLOSED Oct 2 (Extended to Oct 17 CMP)	The Qwest sponsored CLEC Forum on September 12-13 was postponed due to the national crisis. This needs to be scheduled around the CMP re-design and monthly CMP meetings. DECISION: Toni Debuque will address at Oct 17 CMP Product/Process meeting
64	Action	Sep 5 Meeting	Denied Change Request	Allegiance to re-introduce a previously denied CR that is still needed so that Qwest can assess and CLECs to prioritize.	Qwest – Mark Routh	CLOSED Sep 18	DECISION: Closed as an action item for the re-design effort, but tracked on the OSS Interface CMP action item list
65	Action	Sep 5	Re-	Obtain feedback	Core	CLOSED	COMPLETED:

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
	n	Meeting	design Impasse Resolution n Process	from individual organizations on the draft proposed CLEC-Qwest Impasse Resolution Process for the re- design effort.	Team	Sep 20	See "CLEC-Qwest CMP Re- design Procedures for Voting and Impasse Resolution Process_09-20-2001" on CMP web site.
66	Action	Sep 6 Meeting	271 Worksho p SGAT	Qwest to make presentation regarding the SGAT language and how it relates to the process structured by the Core Team.	Qwest - Andy Crain	CLOSED Oct 3	Including Item #42 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 (re-visit Scope) and prior to the November filing. COMPLETED: Qwest presented language with CLEC discussion on Oct 3
67	Issue	Sep 6 Meeting	271 Worksho p SGAT	Do exhibits G (CMP framework) and H (escalation process) need to be in the SGAT?	Core Team	CLOSED Oct 3	Related to Item #66 Discussion held on Sep 18 and 20 with more discussion on Oct 2-3 DECISION: Qwest will include Exhibit G (formerly known as Exhibits G and H) in the SGAT - red lined as it evolves with the re-design
71	Action n	Sep 6 Meeting	Producti on	What is the current process for CLECs	Qwest - Wendy	CLOSED Sep 18	COMPLETED: Notification distributed and

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
			Support Process	to report and Qwest to notify CLECs on production problems—what is the production support process and timeline? Where is the CLEC documentation pertaining to this information?	Green		posted by Tina Hubis on Sep10. Defer to Scope and Section 12 Production Support discussions according to the re-design schedule
72	Issue	Sep 6 Meeting	CR Process	What is the process if the CLEC- originator does not agree with Qwest's reply or the CR is rejected?	Core Team	CLOSED Oct 3	Addressed on Sep 18, 20 during Escalation Process and the Dispute Resolution Process with further discussion during Oct 2-3 session. COMPLETED Escalation and Dispute Resolution Process
73	Issue	Sep 5 Meeting	Account Manage ment	Clarify roles and responsibility of Service Managers and Sales Managers. What is the internal notification process (e.g., advanced notice before CLEC) for Service Managers on CLEC notices?	Qwest - Judy Schultz	CLOSED Oct 3 (Address at Oct 17 CMP meeting)	Subsequent to the Sep 5-6 session, Qwest requests to address this item at the Oct 3 meeting to allow the Service Management Director to participate in- person in Minneapolis. DECISION: Will address at the Oct 17

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
74	Issue	Sep 5 Meeting	CR Process Dispute	What is the process if the CLEC-originator does not agree with reply of rejected CR	Core Team	Oct 2	Product/Process CMP meeting Duplicative of #72
75	Action	Sep 18 Meeting	Redlined Framework	Review the Red-lined working document for successive working sessions	Bahner, Clauson, Maher, Wicks	CLOSED Sep 18	COMPLETED: Jim Maher restructured the MASTER REDLINED CMP Re-design Framework based on input from Core Team members.
80	Action	Sep 18 Meeting	Escalation	Draft proposed language regarding time frames for Qwest to provide binding position on an escalated issue (e.g., 7 or 14 calendar days). Also include binding authority language.	Qwest - Judy Schultz	CLOSED Oct 3	COMPLETED: CLEC and Qwest agreed to a 7-day interval for escalated CRs and 14 days for other non-CR issues. Language reflected in the Master Redline framework.
81	Issue	Sep 18 Meeting	Escalation	During "14-day" response cycle, will Qwest continue efforts (e.g., CR) or will activity stop?	Qwest - Judy Schultz	CLOSED Oct 3	DECISION: Requestor may ask that activity stop or continue. Language reflected in the Master Redline framework

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
82	Issue	Sep 18 Meeting	Escalation	How are CLECs notified that an issue has been escalated between monthly CMP meetings?	Core Team	CLOSED Sep 20	DECISION: CLECs will be notified via formal notice to access web site for information.
83	Issue	Sep 18 Meeting	Dispute Resolution	Does an issue have to go through the escalation process before it is goes through the dispute resolution process?	Core Team	CLOSED Oct 3	DECISION: No
84	Action	Sep 18 Meeting	Dispute Resolution	Propose language around dispute resolution ADR process. Do we want to sight specific organizations??	Andy Crain and CLEC Attorneys	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
85	Issue	Sep 18 Meeting	Dispute Resolution	What is the process for CLEC-CLEC consensus and the Dispute Resolution Process?	Core Team	CLOSED Oct 3	COMPLETED: Language reflected in Master Redline framework
86	Issue	Sep 18 Meeting	Dispute Resolution	When can Why would Qwest invoke the Dispute	Qwest—Andy Crain	CLOSED Oct 3	Andy can't think of anything – we should leave in anyway. Tom Dixon: Close, but keep

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				the Dispute Resolution Process?			in mind that Qwest will probably never use it
87	Action	Sep 18 Meeting	Re-design Impasse Resolution	Propose language around the CMP re-design impasse resolution process/dispute resolution process.	Qwest—Andy Crain	CLOSED Oct 3	COMPLETED: Refer to CMP Redesign Procedures on Voting and Impasse Resolution Process document on the CMP Redesign web site.
90		Sep 18 Meeting	Network outage notification	Distribute notification of CLEC questionnaire with Network Outage notification option for pager notification.	Matt Rossi	CLOSED Sep 18	DECISION: An action item for the monthly CMP Product/Process
96	Action	Sep 20 Meeting	Intro – Scope	Draft proposed language for introduction and scope for the October 2 meeting	Core Team	CLOSED Oct 2	All Core Team members to share proposed language by Sep 27 with rest of members. Karen Clausen is the lead for CLEC language. DECISION: Re-visit during Product/Process CMP discussions.
97	Action	Sep 20 Meeting	Types of Changes	Have legal personnel verify the intent with the proposed	Qwest—Judy Schultz	CLOSED Oct 3	Language for Types of Changes under Regulatory

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				language around types of changes (contractual agreement) for the red lined document.			DECISION: Qwest agree to remove "contractual agreement" language.
101	Action	Sep 20 Meeting	Schedule Working Sessions	Review the start time of the first day for future working sessions.	Core Team	CLOSED Oct 2	DECISION: Begin at 9am MT—refer to schedule on CMP redesign site
102	Action	Sep 20 Meeting	Schedule Working Sessions	Can Qwest provide net-meeting capability at its location to limit Core Team member travel?	Qwest— Matt Rossi	CLOSED Sep 27	DECISION: Yes – only at Qwest locations
113	Issue	Oct 3 Meeting	Interim Exception Process	How do you call a special CMP meeting outside of the general CMP meeting? Re-visit interim exception process.	Core Team	CLOSED Oct 3	DECISION: Refer to Interim Exception Process on CMP redesign web site.
117	Issue	Oct 3 Meeting	CMP Re-design Location	Should the team re-check the location for the Oct 30, 31	Core Team	CLOSED Oct 3	DECISION: Eschelon, Integra and Allegiance will meet in Denver (originally planned

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CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—CLOSED

Revised—October 5, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				and Nov 1 redesign meeting? Does it make sense to move the meeting to Denver?			for Minneapolis). Sprint may join in Denver or via phone.
122	Issue	Oct 2 Meeting	Source of Change	How should Qwest display 'source of change' in documents?	Core Team	CLOSED Oct 3	DECISION: Show SOURCE as a identifier on mail-out letters and include all sources with details in the historical change log.
125	Issue	Oct 3 Meeting	Interim Process	Do the CLECs agree to adopt the Proposed Interim CMP CR work flow for Product and Process as the "interim" CMP process for CLEC originated CRs?	Core Team	CLOSED Oct 3	DECISION: Yes, and to be implemented ASAP.

WRITTEN SUMMARY REGARDING QWEST'S PROPOSED PROCESS FOR
QWEST CHANGES TO PRODUCT, PROCESS, AND TECHNICAL
DOCUMENTATION

SUBMITTED TO CMP & CMP RE-DESIGN TEAM

BY CMP PARTICIPANTS ALLEGIANCE, AT&T, COVAD, ESCHELON, INTEGRA,
SPRINT, AND WORLDCOM

September 25, 2001

Allegiance, AT&T, Covad, Eschelon, Integra, Sprint, and WorldCom (the "joining CLECs") submit this Summary to the CMP and CMP Re-Design Team for consideration and in preparation for additional discussions of changes to Qwest's proposed process for Qwest changes to product, process, and technical documentation and publications. At the September 19th Change Management Process ("CMP") meeting, Qwest reviewed with Competitive Local Exchange Carriers ("CLECs") a presentation relating to its proposed process for changes to its documentation. At the meeting, Qwest was asked to temporarily stop its unapproved activities until a process was established that reflected CLEC comments. Qwest was also asked, when re-commencing with an established process, (i) to start over with the changes made to date to ensure that changes are properly submitted to CMP, (ii) that all changes (including those already discussed on calls) be highlighted (in green) in documentation, (iii) that proper procedures be applied to the communications, and (iv) that technical publications and other documentation be included in the process (in addition to the Product Catalog). We believe that Qwest had agreed to this approach and would focus on creating an interim process to meet CLEC needs. On September 24th, however, Qwest distributed a mailout¹ in which it scheduled a meeting to discuss this issue in October and said: "In the meantime, Qwest will continue to publish documents **using the current processes in place**" (emphasis added). The fact is that there is no "current process." Qwest made a proposal and CLECs want it improved before it is implemented. Qwest should reconsider its statement, stop the approach that it has implemented on its own, and create an interim process collaboratively with CLECs before proceeding with changes to the Product Catalog, technical publications, or other documentation. Qwest's current approach is inconsistent with the Stipulation that Qwest entered into in several states in the 271 workshops (the "Stipulation").² For example, as discussed below, Qwest has suggested (and is, in effect, maintaining) a self-imposed 30-day deadline for receipt of CLEC input that is not contained in the Stipulation. Because Qwest's

¹ Despite discussion of this issue in the September 19th CMP meeting, the mailout was not distributed to the entire CMP distribution list.

² WorldCom provided the Stipulation to the other participants of the CMP Re-Design Team during the September 5-6, 2001, Re-Design session. The Stipulation provides: "Qwest agrees that, within 45 days of closing a workshop, it will update its technical publications, product catalog (also known as the IRRG), and product documentation for CLECs to reflect the agreements made in the workshop and to make Qwest's documentation consistent with its SGAT. Qwest will then submit the updated technical publications, product catalog, and product documentation to the Change Management Process (CICMP). When Qwest submits the documents to CICMP, Qwest will file a notice in this proceeding indicating that the documents have been updated and how to obtain copies. Qwest will take affirmative action following the close of a workshop to communicate to appropriate personnel and to implement the agreements made in such workshop. Qwest acknowledges that any commission order or report recommending that Qwest meet a checklist item will be conditioned on Qwest's compliance with this commitment."

proposed process is inadequate for all of the reasons discussed in this Summary, the joining CLECs will not agree to any particular review period at least until an effective process is collaboratively developed.

Insufficient Notice and Documentation

On July 18, 2001, Bill Campbell of Qwest reviewed a 7-page bullet-point presentation with CLECs at the CMP meeting on the topic of changes to Qwest's Product Catalog and technical publications. The presentation was not listed on the agenda, and the written presentation was not included in the CMP Distribution Package that was distributed before the meeting. Other than the high level, 7-page presentation, Qwest provided no methods and procedures or other written documentation for the proposed process. CLECs did not have adequate notice of the subject or content of the September 19th CMP discussion. Such notice is useful for ensuring that the proper CLEC representatives are present and have had an opportunity to prepare for the discussion. At the meeting, Mr. Campbell asked for CLEC opinions about the best manner in which to proceed with communicating information about changes in the Qwest Product Catalog and technical publications. Although CLECs did not have an opportunity to prepare to comment, they attempted to address Mr. Campbell's request. It has become clear since then, however, that CLECs were given insufficient information to realize the context and meaning of the changes and the request for input, the volume of information to be distributed, and the effect of the comments they were asked to provide at that meeting. Mr. Campbell's presentation was at a high level. Rather than communicate the specifics of a process to be implemented, Mr. Campbell conveyed a general message that Qwest would work with CLECs to produce a consensus-driven process. Such a process has not developed.

Problems With Implementation of Current Approach and Proposal

After the July 18th CMP meeting, Qwest proceeded with conference calls during which Qwest has described changes to its Product Catalog. There are no conference calls to discuss changes to technical publications. Although the conference calls to discuss the Product Catalog were described as informational (to describe changes being made), some notices for the calls have indicated that CLECs must comment on the proposed changes within 30 days. In the meantime, the changes appear to go into effect. If there is a process for addressing and incorporating CLEC comments (other than to simply receive such comments), it was not communicated to, or documented for, CLECs.

The current approach and Qwest's proposal are insufficiently organized and coordinated to handle the sheer volume of changes that Qwest is attempting to address in an insufficient amount of time. To illustrate the problem, one of Qwest's recent mailout notices is attached as Exhibit A. The notice indicates that a technical publication has been updated. No information is given in the notice regarding the nature of the "updates." The notice refers CLECs to Qwest's wholesale web site, where the technical publication is posted. The posted document is 288 pages long and very technical in nature. There is no highlighting or other indication anywhere in the document as to what "updates" have been made. The source or reason for any changes is not given.³ Instead, the mailout states that "these updates reflect current practice." This

³ As Qwest knows, the request to provide a source and explanation was made before any of the recent changes were made and related conference calls held. AT&T and WorldCom point out that Qwest agreed to provide this information in 271 workshops in Washington in April and July. Nonetheless, Qwest has proceeded with distributing product and technical publication changes without this promised information. The work that now needs to be re-done, which will cause delay and unnecessary resource expenditures for all, could have been avoided if Qwest had provided the agreed upon information as changes were being distributed, and worked with CLECs **in advance** to establish a collaboratively agreed upon process for making and

statement suggests that substantive changes to practices that CLECs have been accustomed to using have not been made, when that may not be the case. This 288-page document is only one of those to which CLECs are supposed to respond within overlapping 30-day time periods. When CLECs are being inundated with such information, in apparent random order, this is insufficient time. This is particularly true because CLECs need to not only understand the changes but train their employees on them as well.

The mailout notice in Exhibit A also provides insufficient notice as to the process, the need for comments, and the effect of any failure to comment. The notices states the "Your comments . . . are very important to QWEST prior to the issuance of any tariff actions." It is unclear what this means. The statement implies, however, that the next step is the filing of a tariff by Qwest, rather than submission of the issues to CMP. Qwest "reserves the right to revise this document for any reason, including but not limited to, conformity with standards by various governmental or regulatory agencies; utilization of advances in the state of the technical arts; or to reflect changes in the design of equipment, techniques, or procedures described in the technical publication." Again, there is no indication that Qwest will submit such revisions to CMP, and the language implies the changes will be unilateral. The mailout goes on to state that "there are additional changes that will be forthcoming as a result of ongoing regulatory activities." The mailout also states that, with respect to future changes, "wholesale customers will receive written notification announcing the upcoming change." Because it states that the changes will simply be "announced," rather than submitted to CMP for consideration, the language again suggests that the changes are unilateral changes that will be made and distributed as is. In addition, the mailout states: "Effective Date: Immediately." Together, these statements, without further explanation, discourage CLEC feedback, because it appears that changes will be made to the documentation anyway with little or no opportunity for CLECs to affect the result. Consistent with that impression, the mailout states that "Customers *will* be able to receive a *final* published technical publication after November 12, 2001" (emphasis added). This date is only seven days after the deadline for CLECs to submit comments on the updates. The time frame does not suggest any substantive review or serious consideration of CLEC comments submitted in the intervening seven days. CLECs cannot obtain changes to Qwest's documentation by sending a notice to the CMP distribution list and "announcing" a change, to be effective within 45 days, even when the change has been ordered by a regulatory agency. The CMP has processes in place to deal with regulatory orders, and the Re-Design Team is also reviewing and re-designing those processes. Qwest's notice does not even state that the changes that are the subject of the mailout are required by a regulatory order, and it does not cite to any other source for the particular changes.⁴ Even assuming the changes were required by a regulatory order, the CMP deals with the procedures for making such changes. The process outlined by Qwest in its mailout is completely inadequate, as well as inconsistent with the Stipulation's requirement to submit such changes to CMP.

The mailout in Exhibit A is a typical example of the pressures that Qwest places on CLECs because of the timeline that Qwest has imposed on itself (for obtaining 271 approval). In doing so, the process to change documentation is not truly collaborative. When Qwest issues a product notification today, Qwest requires CLECs to adhere to the process within 30 or 45 days, or less, but it provides no documented process for obtaining and incorporating input from CLECs. There is no guarantee from Qwest that it will take into account CLEC input before product or process rollout. As an example, WorldCom submitted

distributing changes to documentation. Given that Qwest committed to providing this information and establishing a process for documentation changes approximately five months ago, there is no reason that an effective process could not have been fully developed earlier.

⁴ See footnote 3.

comments by email regarding Qwest Line Splitting Product Notification PDRN051801-2 on July 12, 2001. More than two months have passed, and Qwest has not responded. Meantime, the product changes appear to have gone into effect without consideration or modification in light of WorldCom's comments.

In addition to comments on the notices themselves, CLECs have contacted Qwest with feedback on Qwest's approach to documentation of the change process. Qwest indicated, at a September 19th CMP meeting, that some of the CLEC representatives not present have provided positive feedback about the Product Catalog conference calls. Eschelon indicates that some of its representatives have indicated that they have learned new information on the calls, and they appreciate the information. The standard, however, should not be whether any information at all was gained (i.e., something is better than nothing). An effective process is needed not only for communicating information but also for ensuring that the information is complete and reaches all interested parties with adequate notice and for addressing and incorporating feedback about the proposed changes.

Eschelon has contacted Mr. Campbell directly (as well as notified the CMP Director) about its concerns about the manner in which the changes have been addressed. After an initial conversation, Eschelon followed up with written concerns, to which Mr. Campbell did not respond. Eschelon had to request a schedule of conference calls, so that it could plan which of its employees needed to participate in each call. Only after some effort did Qwest provide such a schedule. Even then, Qwest sometimes changes the agenda for a particular call, so that the correct CLEC personnel are not on the calls. Notice is too short to react appropriately to such changes. Eschelon also pointed out that the mailouts regarding the conference calls are buried in numerous mailouts about other issues, so that it is difficult to identify them. The Product Catalog calls appear to be in random order, and it is unclear how many total calls or changes are anticipated. Generally, only one call at one time and date, which is unilaterally scheduled by Qwest, is scheduled for each subject matter. If a CLEC representative is not available, that person does not have another opportunity to participate. Qwest does not provide detailed agendas or identify the Qwest participants and their roles before the calls, nor does it routinely provide minutes after the calls. To date, Qwest has not even highlighted the changes in the documentation, so CLECs cannot readily discern which of the information provided has changed. Eschelon has had difficulty opening some of the documentation provided. Qwest indicated that it was an Eschelon-specific problem, but Eschelon's Service Manager at Qwest was also unable to access the information before the applicable conference call. If the documentation was provided earlier, such issues could be addressed before the calls. Eschelon asked Qwest to provide a firm schedule for all upcoming conference calls to discuss changes to documentation and to publish and circulate the documentation for the calls at least two weeks before each call.

At recent CMP Re-Design Meetings, Allegiance, AT&T, Covad, Eschelon, Integra, Sprint, and WorldCom asked about the process being used by Qwest for changes to documentation, such as the Product Catalog and technical publications. CLECs pointed out that the need for an improved process was urgent, because many of the conference calls and notices relating to such changes are already being distributed, without Qwest-CLEC consensus on the appropriate process to address such changes. Qwest said that Susie Bliss of Qwest would provide a presentation, at the September 19th CMP meeting, regarding Qwest's proposed interim process (to be used until the CMP Re-Design Team can develop a long-term process). Although Qwest knew of this plan before the Distribution Package for the September 19th meeting was distributed to CLECs, Qwest did not include the presentation on the written agenda. Qwest handled it as a "walk on" item, which means there is no notice in the written materials that the issue will be addressed at the meeting. Although CLEC concerns had been raised before the September 19th meeting, the "proposed" process described by Qwest was simply the one already

in place (with the exception of a plan to begin highlighting the changes in green in the documentation, on a going forward basis).

The Qwest 4-Page "CLEC Documentation Proposed Beta Test"
Presentation (September 19, 2001, CMP Walk-On Item)

At the September 19th CMP meeting, Susie Bliss of Qwest reviewed a 4-page, high level presentation with CLECs. The 4-page document was not included in the Distribution Package in advance of the meeting but was sent separately by email to the CMP distribution list on the day of the meeting. The subject line of the email referred to the document as a "handout" with no indication of the subject matter of the handout. Other than the 4-page presentation, Qwest provided no methods and procedures or other written documentation for the proposed process.

At the September 19th CMP meeting, Qwest asked whether it was meeting the needs of CLECs. Eschelon said that it was not. At the meeting, Eschelon then listed the problems it identified in the Qwest presentation. AT&T and Allegiance indicated that they agreed with Eschelon's concerns. No CLEC at the meeting took the position that Qwest's approach and proposal are adequate without revision. Since then, all of the CLECs joining in this Summary have indicated that they also agree with the concerns raised at the meeting. These problems are (in order of the 4-page presentation):

Title ("CLEC Documentation Proposed Beta Test"): If the title of the document and the subject line of the email distributing it had referred to *Proposed Process for Changes to documentation* such as Product Catalog and Technical Publications, CLECs would have had better notice of the subject matter of the discussion. More importantly, it is inaccurate to describe this process as a "Beta Test." No consensus has been reached on a process to be tested. At least some CLECs have recognized that an *interim* process may be needed until the CMP Re-Design Team has time to develop a long-term process for these changes. The need for an interim process is due to the volume of changes that are already being distributed and the problems encountered to date. Although an interim process, if agreed upon, could be viewed as a test for a long-term process (in the sense that successful elements could be adopted on a long-term basis), the process described by Qwest on September 19th was too flawed and contained insufficient detail to serve as such a test.

"Proposed" process: Qwest refers to its "Beta Test" as a "Proposed" process. Qwest has unilaterally implemented the process, however, without waiting for adoption of its "proposal." Changes are going into effect even before comment, much less approval, is obtained. The Stipulation provides that Qwest will "submit" the documents to CMP. The Stipulation is not limited to "notice" of changes to documentation, and it requires submission to CMP. This makes sense, given the manner in which this issue has developed. Qwest's initial draft SGATs included language essentially incorporating, by reference, outside documents (such as the Product Catalog and technical publications). CLECs objected that Qwest should not be able to incorporate in a contract documents that Qwest could unilaterally change. By making such changes, Qwest could, in effect, unilaterally change the terms of the interconnection agreement. Submission of the proposed changes to CMP was seen as a compromise between attaching all such documents (or addressing all such terms) and allowing Qwest to simply refer to them. It was viewed as at least some check on Qwest's ability to change contract terms without CLEC agreement. Thus, the Stipulation requires Qwest to "submit" changes to documentation to CMP. If merely notifying CLECs of a change, without any approval process, can meet that Stipulation, then the underlying need to prevent unilateral changes to contract terms has not been met. Therefore, the Stipulation must require more. ***Qwest must submit changes to the CMP, rather than simply using the CMP distribution list as a mailing list for virtually unilateral changes.***

"One size fits all" and "Beta Test" versus "Interim" Process: Ms. Bliss said that Qwest was attempting to develop a "one size fits all" approach. This should not mean that one process should be used for all types of changes (and Ms. Bliss does not appear to have meant this). There may be differences in the appropriate process, depending on whether a Change Request is initiated by CLECs, Qwest, industry organizations, regulatory bodies, etc. If an **interim** process is established for changes to documentation, it will be established to recognize a current, unusually high volume and pressing need. Such an interim process should be used **only** for regulatory-initiated changes, which are the changes currently driving the request for an interim process. Qwest should identify the source of the regulatory-initiated changes,⁵ and a process should be established in the event that CLEC(s) disagree that the change has been ordered by a regulatory agency. By allowing CLEC input on the interpretation of the regulatory order before the change is made, all parties will avoid delays in implementing the appropriate regulatory order. If Qwest is initiating other changes to its documentation, those changes should be submitted as written Change Requests, just as CLEC-initiated Change Requests must be submitted to CMP. Although it is likely that regulatory changes will also, ultimately, be submitted as Change Requests under the process being developed the CMP Re-Design Team, CLECs have been willing to discuss an interim process to recognize the current volume of changes and regulatory orders stemming from pending 271 proceedings. Although CLECs have been willing to discuss accommodating Qwest's desire to make such changes expeditiously to assist in gaining 271 approval, these changes cannot be made without proper safeguards and at the expense of CLECs.

Purpose of the September 19th discussion/Technical Publications: Ms. Bliss indicated that the process described in her presentation addressed changes to the Qwest product documentation but not technical publications. CLECs rely upon technical publications to validate appropriate ordering requirements required by Qwest. As such, a collaborative process is needed for technical publications as well. As discussed above, the approach being used for technical publications today (see Exhibit A) is unworkable. A collaboratively developed process is needed to avoid such problems.

Clarity as to what is changed: To date, the discussions of changes to the Product Catalog have been confusing because it is unclear what has changed and the source of the change. Ms. Bliss said that Qwest would begin to show changes to the language in documentation by adding green highlighting to the documents where changes have been made. Qwest was asked to go back to the changes previously addressed in conference calls that have already occurred and provide those changes in green as well and then have new discussions when it is clear what has changed. Qwest should not only highlight the change in green but also reference the source of the change.⁶

Posting of changes on the Qwest web site: Qwest refers, in the first bullet on page 3 of the presentation, simply to a web posting to communicate changes to the existing Product Catalog. Because the changes are not being distributed on any kind of regular schedule, CLECs have no notice as to when to look on the web site for such postings. Better scheduling, with more advance notice of a complete, firm schedule of definite subjects, would reduce some of this uncertainty. Even then, adequate email notice, with proper naming conventions to alert CLECs to the subject matter, may be required to ensure that CLECs are aware of relevant communications.

Commitment to presentation and discussion in CMP meetings (or, when necessary, on conference calls): The presentation indicates, on page 3, that "Changes to existing Product or Process documentation (known as the Product Catalogues - PCATs) to be developed and posted to the Qwest Change Management web site for 30 day review by CLECs." The

⁵ See footnote 3.

⁶ See footnote 3.

presentation does not mention either the ongoing conference calls that are currently being held to disseminate information or routine submission to the CMP process. Instead, the presentation states only that "significant changes will be proposed through the CMP process." The document does not define "significant," nor does it indicate who decides whether the issues are significant enough for submission to CMP. Qwest entered into a Stipulation in several states in which it agreed to the following: "Qwest will then submit the updated technical publications, product catalog, and product documentation to the Change Management Process (CICMP)." The stipulation is not limited to "significant" changes. To date, such changes have not been submitted to CICMP (now "CMP"). Using the CMP email distribution list to provide notices or announce calls does not constitute submitting changes to CMP. When a CLEC requires a change, it must submit a Change Request. ***Qwest needs to follow the CMP process as well.*** If expedited treatment is needed because of regulatory requirements, a process should be established to deal with that.

Qwest had indicated that the number of issues and amount of time needed to discuss the proposed changes were too great for handling in 4-hour CMP meetings. Therefore, CLECs had requested such calls (assuming the calls would be properly noticed and managed), in addition to the written materials, to encourage discussion and understanding of changes. CLECs did not understand, at the time, that Qwest intended that the calls would replace submission of changes to CMP. Given the number of separate calls and difficulties to date in managing them, the calls have not worked as a means for properly addressing changes. The conference calls, as managed to date, provide inadequate notice of changes that have been unilaterally made.

The changes should be dealt with in CMP. Now that the parties have agreed to expand the CMP process to 2-day monthly sessions, adequate time should be available for doing so. At the meetings, Qwest should present the requested changes (using Change Requests), and genuine discussion should occur of the issues and any needed next steps. If a process is established to deal with some issues in separate conference calls, any such calls should be better managed. This includes establishing intervals for notice and other steps; providing adequate, meaningful notice of any agenda items or calls (such as sending the notice sufficiently in advance of the call to allow review of the materials, using clear naming conventions in the email to indicate the call's subject matter, and not changing the agenda shortly before the call); providing a firm schedule of any upcoming calls so that CLECs have a bigger picture view and not merely separate notices of a call now and then; providing prior notice of the agenda and the names and titles of Qwest attendees; including appropriate subject matter personnel in any discussions; providing more than one time to receive information; providing working access to documentation with sufficient time to correct problems; and maintaining and distributing minutes/documentation of the discussions. If conference calls will be used, written documentation of these kinds of procedures should be provided.

CLEC review and feedback: Qwest's written documentation of its proposed process for CLEC review and feedback of changes is contained in four bullet points on page 3 of the presentation. As brief as it is, Qwest's description raises several issues:

30-day limit on review: In the first bullet point on page 3 of the presentation, Qwest indicates that CLECs will have 30 days for review of changes to the Product Catalog, after posting of those changes on the web site. Ms. Bliss added orally that, after 30 days, Qwest would be moving the changes to "final" status. Qwest provides no basis for the 30-day limitation. Qwest was allowed a longer period of time to physically prepare its updates to the technical publications than Qwest is providing to CLECs to

substantively review them. In addition to all of the time during which Qwest has negotiated and prepared for changes to date, the Stipulation provided that Qwest would receive 45 days to "update its technical publications, product catalog (also known as the IRRG), and product documentation for CLECs to reflect the agreements made in the workshop and to make Qwest's documentation consistent with the SGAT." **After** that 45-day period, per the Stipulation, "Qwest will **then** submit the updated technical publications, product catalog, and product documentation to the Change Management Process (CICMP)" (emphasis added). The only time limitation in the stipulation applies to Qwest and its preparation of the updates. There is no basis in the Stipulation for limiting CLECs to 30 days for review of the voluminous information that is being provided to CLECs in a piecemeal fashion today. CLECs recognize that they may benefit from many of these changes, and they do want to establish an effective process to make those changes as quickly as possible. The process established by Qwest, however, does not do so effectively or with adequate opportunity for CLEC input.

Form of CLEC comments and Role of CDOC: In the second bullet point on page 3 of the presentation, Qwest states that: "CLEC comments/questions will be forwarded via email through the Qwest Project Management Organization (PMO) to a CLEC Documentation Oversight Committee (CDOC) for review and determination of next steps." Although discussions are or should occur during the CMP meeting (or, when necessary, separate conference calls), this language anticipates written comments. If comments are made during a conversation and noted in minutes, it is unclear why an additional email submission is necessary. Also, Qwest provided no definition or documentation relating to the CDOC, its role, its membership, its processes and procedures, any criteria it would use for consideration of comments and "determination of next steps," notification of decisions, or any other information. It also appears from this language that Qwest anticipates being the sole decision maker with respect to CLEC comments and "determination of next steps." The presentation contains no standards for decision making and no procedures for voting.

"Minor" modifications: In the third bullet point on page 3 of the presentation, Qwest states that "Minor modifications/corrections will be completed within 15 days of the end of the 30 day comment cycle." As with the term "significant" in the next bullet point, Qwest provides no definition or criteria relating to its use of "minor," nor does it state who decides whether a change is minor or how it will be implemented. An expedite process could be used for minor changes, but it should contemplate some presentation to CLECs and concurrence that the change is minor and should be made.

Conclusion

Qwest should work with CLECs to develop a workable, consensus-driven process for submitting changes to documentation, including the product, processes, and technical documentation, to CMP. The CLECs joining in this Summary are willing to discuss an interim process to assist with handling regulatory-initiated Change Requests, but the process needs to consist of genuine submission to CMP and address the concerns raised by CLECs to date. Until such a process is developed, the joining CLECs expect Qwest to honor its commitment to cease the current unworkable process. Continuing along this process will simply create more work that will need to be re-done. Qwest needs to implement new procedures for changes that it has announced in the past few weeks, as well as for changes on a going forward basis. The joining CLECs have already devoted substantial resources to assisting Qwest in starting to re-design CMP, and they are committed to continuing to do so. But, responsiveness from Qwest is needed to ensure that a mutually satisfactory and beneficial process can be developed. Qwest can begin by ceasing its current approach to these changes, on a temporary basis, while an established, improved process is developed.

EXHIBIT A

-----Original Message-----

From: mailouts@qwest.com [SMTP:mailouts@qwest.com]
Sent: Friday, September 21, 2001 11:57 AM
To: [...]
Subject: Tech Pub: Update to #77386-G Interconnections & Collocation: Effective 9-21-01 Interim

4.A <<http://www.geocities.com/lchuck78/logo.gif>>

September 21, 2001

Qwest All Notices
Eschelon Telecom Inc.
730 Second Ave S #1200
Minneapolis, MN 55402
qwest.all.notices@eschelon.com

To: Qwest All Notices

Announcement Date: September 21, 2001
Effective Date: Immediately
Document Number: TECH.09.20.01.F.77386-G
Notification Category: Product, Network
Target Audience: CLEC, Reseller, IXC, Wireless
Subject: Update to Technical Publication

QWEST has completed a "Final Draft" of Technical Publication 77386, Issue, and titled "Interconnections and Collocation For Transport and Switched Unbundled Network Elements and Finished Services." Your comments to this "Final Draft" technical publication are very important to QWEST prior to the issuance of any tariff actions. You may view the technical publication on the Internet at <<http://www.qwest.com/wholesale/notices/techPub.html>>. We recommend using Adobe Acrobat version 4.0 or newer. Click on PUB 77386.

QWEST requests that comments or correspondence on this technical publication be **completed prior to, November 5, 2001** and be directed to the following:

QWEST Corporation

Attn: Jeff Farra
700 W. Mineral Ave. MN-G14.27
Littleton, CO 80120

(303) 707-7117 voice or (303) 707-9498 fax

QWEST reserves the right to revise this document for any reason, including but not limited to, conformity with standards promulgated by various governmental or regulatory agencies; utilization of advances in the state of the technical arts; or to reflect changes in the design of equipment, techniques, or procedures described in the technical publication.

Customers will be able to receive a final published technical publication after November 12, 2001 from QWEST by going to URL <http://www.qwest.com/techpub> <<http://uswest.com/techpub>> and downloading the PDF file.

If you have any questions or would like to discuss this notice please contact your Qwest Service Manager, Pat Levene on 6126636265 or you may call Jeff Farra on 303-707-7117. Qwest appreciates your business and we look forward to our continued relationship.

Sincerely,

Qwest

[...]

Note: While these updates reflect current practice, it is important to note that there are additional changes that will be forthcoming as a result of ongoing regulatory activities e.g., collaborative workshops and state commission orders. As these changes are defined and implementation dates are determined, notice of additional updates will be provided accordingly.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process. Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.

ATTACHMENT 6

Wholesale Markets - Web Release/Update Schedule for Publication/Notification - Including PCATs and other Content Revision Work Last Published Revision: September 19, 2001

Denotes Changes from previously published schedule
Denotes Expedited PCAT (all other PCATs are enhanced)
Denotes new PCAT resulting from Impasse/Resolution

Grey Type Face Indicates a completed task
Purple Type indicates a URL web update

New Categories of Web Work New Column New Column

Planning Data						Used for HTML Planning		Web Development and Notification Timeline						
	New Or Revised	Update Version	Redirect to other URL or Retire/R eplace current URL or Doc	Requires Notice	Estimated Number of Pages in Document	Estimated Number of Download Docs within Document	COMPLETED PACKAGE TO Erin Wysong with cc: to Jarby Blackmun BY NOON MDT	Quality Review & Revisions To Webmaster (Carrie Bell/PEAK)	Internal Notice	External Notice	Web Site Post and Turn Up	Live Site Verification & Sign Off (completed by Document Owner)		Scheduled for CLEC Conference Call Series
x General - Loops	New	V.1		Y	8						07/03/01	July 3 - 5	8/23	
x Analog Loops	new	V.1		Y	8						07/05/01	07/05/01	8/23	
x Non Loaded Loops	new	V.1		Y	8						07/05/01	07/05/01	8/23	
x DS1 Loops	new	V.1		Y	8						07/03/01	July 3-5	8/23	
x DS3 Loops	new	V.1		Y	8						07/03/01	July 3-5	8/23	
x ADSL Loops	new	V.1		Y	8						07/03/01	July 3-5	8/23	
x xdsl Loops	new	V.1		Y	8						07/05/01	07/05/01	8/23	
x ISDN Loops	new	V.1		Y	8						07/05/01	07/05/01	8/23	
x OCN Loops	new	V.1		Y	8						07/03/01	July 3-5	8/23	
x Expedited	new	V.1		Y	7		07/10/01				07/05/01	07/05/01	8/23	
x General	new	V.1		Y			07/10/01	07/11/01	07/16/01	07/16/01	07/17/01	July 17 - 20	8/23	
x Pre Order	new	V.1		Y	10		07/16/01	07/17/01	07/26/01	07/26/01	07/27/01	July 27 - 30	8/16	
x Ordering	new	V.1		Y	11		07/20/01	07/23/01	07/26/01	07/26/01	07/27/01	July 27 - 30	8/16	
x Provisioning	new	V.1		Y	12		07/26/01	07/26/01	07/27/01	07/27/01	07/27/01	July 27 - 30	8/16	

ATTACHMENT 6

x	Billing	new	V.1		Y		CRIS - 8 IABS-6 BART-4 DUF-7 TAX-3	07/20/01	07/23/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/16
x	Maint/Repair	new	V.1		Y		13	07/23/01	07/24/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/16
x	EEL	new	V.1		Y		12	07/23/01	07/24/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/23
x	LMC	new	V.1		Y		9	07/23/01	07/24/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/23
x	UNE P General	new	V.1		Y		7	07/19/01	07/20/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/23
x	UNE P DSS	new	V.1		Y		9	07/19/01	07/20/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/23
x	UNE P ISDN	new	V.1		Y		BRI-12 PRI-7	07/19/01	07/20/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/23
x	UNE P PBX	new	V.1		Y		7	07/19/01	07/20/01	07/26/01	07/26/01	07/27/01	July 27 -30	8/23
x	UNE P POTS	new	V.1		Y		8	07/19/01	07/20/01	07/26/01	07/26/01	07/27/01	July 27 -30	
x	UNE P Center (expedited)	new	V.1		Y		5 to 10	07/19/01	07/20/01	07/26/01	07/26/01	07/27/01	July 27 -30	
x	E911	new	V.1		Y			07/30/01	07/31/01	08/06/01	08/06/01	08/06/01	08/06/01	9/6
x	Colocation	new	V.1		Y		5 to 10	07/30/01	07/31/01	08/06/01	08/06/01	08/06/01	08/06/01	8/30
x	Remote Call Center (expedited)	new	V.1		Y		5 to 10	07/30/01	07/31/01	08/06/01	08/06/01	08/06/01	08/06/01	8/30
x	Sub-Loop	new	V.1		Y		9	08/01/01	08/02/01	08/06/01	08/06/01	08/06/01	08/06/01	8/30
x	Line Splitting	new	V.1		Y		9	08/01/01	08/02/01	08/06/01	08/06/01	08/06/01	08/06/01	8/30
x	Loop Splitting	new	V.1		Y		9	08/01/01	08/02/01	08/06/01	08/06/01	08/06/01	08/06/01	8/30
x	Line Sharing	new	V.1		Y		9	08/01/01	08/02/01	08/06/01	08/06/01	08/06/01	08/06/01	8/30
x	LIS	new	V.1		Y		12	08/06/01	08/07/01	08/08/01	08/09/01	08/10/01	Aug 10 -13	9/20
x		new	V.1		Y			08/10/01	08/13/01	08/15/01	08/15/01	08/15/01	08/15/01	9/6
x		new	V.1		Y		5 to 10	08/10/01	08/13/01	08/15/01	08/15/01	08/15/01	08/15/01	9/6
x	UDIT	new	V.1		Y		12	08/06/01	08/07/01	08/08/01	08/09/01	08/10/01	Aug 10 -13	9/27
x	Dark Fiber	new	V.1		Y		12	08/06/01	08/07/01	08/08/01	08/09/01	08/10/01	Aug 10 -13	9/27
x	Unbundled Switching - General	new	V.1		Y		18	08/13/01	08/14/01	08/15/01	08/16/01	08/17/01	Aug 17 - 20	9/27
x	Unbundled Packet	new	V.1		Y		9	08/13/01	08/14/01	08/15/01	08/16/01	08/17/01	Aug 17 - 20	
x	LNP	new	V.1		Y		30	08/13/01	08/14/01	08/15/01	08/16/01	08/17/01	Aug 17 - 20	10/4
x	Training	new	V.1		Y			08/20/01	08/21/01	08/22/01	08/23/01	08/24/01	08/24/01	

ATTACHMENT 6

x	Poles, Ducts, ROW	new	V.1
x OS		new	V.1
x LSOG (Stage 1)		new	V.1
x Resale Frame Relay		new	V.1
x DRS - DID Resale		new	V.1
x PS - Port Service		new	V.1
x EU - End User Forum		new	V.1
x LS - Loop Service		new	V.1
x LSNP - Loop Service		new	V.1
Number Portability			
x NP - Number Portability		new	V.1
x CRS - Centrex Resale		new	V.1
x General		new	V.1
x RPL - Resale Private Line		new	V.1
x Pre-Order		new	V.1
x LSR - Local Service Request		new	V.1
x DSR- Directory Service Request		new	V.1
x RS - Resale		new	V.1
x Directory Listing		new	V.1
x LR/FOC - Local Response/Firm Order Confirmation		new	V.1
x Resale – PBX		new	V.1
x Resale - ISDN/BRI		new	V.1
x Resale - ISDN/PRI		new	V.1
x Account Manager List		new	V.1
x Custom Routing		new	V.1
x AIN		new	V.1
x ICNM		new	V.1
x LIDB		new	V.1
x Resale – General		new	V.1
x Resale – Integrated T1		new	V.1
x Resale - DID		new	V.1
x Resale – Centrex 21		new	V.1
x Resale PLTS DS0		new	V.1
x Resale PLTS DS1		new	V.1

ATTACHMENT 6

x	Resale PLTSDS3	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale - ATM	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale Centrex Plus & Centron	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale Centrex Prime	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale CCMS	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale DSL	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale DSS	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale FRS	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale 2-Wire FRS	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale Local Exchange Access	new	V.1							08/31/01	09/04/01	09/05/01	09/06/01	09/10/01	09/10/01	
x	Resale - PAL	new	V.1							09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	UNE-C	nw	V.1							09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	USOCs/FIDs (all)	new	V.1							09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	Directory Assistance	nw	V.1							09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	SS7 & Database Interconnection	new	V.1							09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	Tech Pub Overview	new	V.1							09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	UNE-P ISDN	new	V.1							09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
x	Collocation - Impasse	new	V.1							09/10/01	09/11/01	09/12/01	09/13/01	09/14/01	09/14/01	
	Bonified & Special Request - Inclusive	new	V.1							09/17/01	09/18/01	09/19/01	09/20/01	09/21/01	09/21/01	
	Expedites & Escalations	new	V.1							09/17/01	09/18/01	09/19/01	09/20/01	09/21/01	09/21/01	
	Directory Listings	new	V.1							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
										09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
		Rvsd	V.2							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
		Rvsd	V.2							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
		Rvsd	V.2							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
		new	V.1							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	Features - UNE-P	new	V.1							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	Features - Unbundled Switch	new	V.1							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	UNE-P General	Rvsd	V.2							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
	UDIT	Rvsd	V.2							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
		Rvsd	V.2							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	
		Rvsd	V.2							09/24/01	09/25/01	09/26/01	09/27/01	09/28/01	09/28/01	

[illegible]

INTERIM QWEST PRODUCT/PROCESS CHANGE MANAGEMENT PROCESS

Qwest is in the process of updating the documentation it provides to CLECs as a result of the commitments it has made in the workshops and as a result of issues that have been identified in OSS testing. The following is the process Qwest will follow until the completion of the redesign process for Qwest's CMP for product and process changes:

I. Changes that alter CLEC operating procedures.

As soon as practicable before the next scheduled CMP monthly meeting, Qwest shall submit distribute notification and post on the CMP web site a Change Request and related documentation for changes that alter CLEC operating procedures for pre-ordering, order/provisioning, maintenance/repair and billing for local services. The CR shall describe the change to be made to the process, along with any proposed changes to Qwest documentation available to CLECs. The CR will include the following: ~~If practicable, Qwest will provide a redlined version indicating the changes from the prior document version. If providing redlined versions is not practicable, Qwest will indicate the changes in the documentation. Qwest will indicate the source of the changes.~~

- If practicable, a red-lined version of each changed document showing changes from the most recent document version;
- If providing a red-lined version is not practicable for a document, a version of the document with changes highlighted;
- For each changed document, a historical log listing each change, the version of the document changed, the date of the change, and the reason for and source of the change.

Qwest will discuss present the CR at the next CMP Monthly Forum.—~~Under special circumstance, CLECs or Qwest may request that a special CMP Forum be held to address a CR or to invoke the CMP Exception Process.~~ At the CMP meeting, the parties will discuss whether comments are necessary, and time frames for such comments, if applicable. Unless another schedule is agreed to at the CMP meeting, the following procedure will be followed:

- Any CLEC All CMP members may file comments on the CR within 15 days of the CMP Monthly Forum.
- Within 15 days, Qwest will respond to comments and provide a final notice of the changes, along with any proposed changes to Qwest documentation available to CLECs. The notification shall be provided to CLECs at least 15 days before the effective date of the change.

Any CLEC may raise issues relating to its comments at any CMP meeting held before or after the effective date of the change. Any issues that cannot be resolved may be submitted to the Escalation and/or Dispute Resolution Processes as set forth in the CMP Re-Design Master Red Lined Document.

II. Changes that do not alter CLEC operating procedures.

For changes that do not alter CLEC operating procedures for pre-ordering, order/provisioning, maintenance/repair and billing for local services, Qwest shall provide notice of such changes to CLECs, along with any changes to Qwest documentation available to CLECs. ~~If practicable, Qwest will provide a redlined version indicating the changes from the prior document version. If providing redlined versions is not practicable, Qwest will indicate the changes in the documentation. Qwest will indicate the source of the changes. The change notice will include the following:~~

- If practicable, a red-lined version of each changed document showing changes from the most recent document version;
- If providing a red-lined version is not practicable for a document, a version of the document with changes highlighted;
- For each changed document, a historical log listing each change, the version of the document changed, the date of the change, and the reason for and source of the change.

CLECs may submit comments to Qwest, which will be posted on the CMP web site. Within 15 days of receipt, Qwest will respond to comments submitted by CLECs. Any CLEC may raise issues relating to its comments at any CMP meeting held before or after the effective date of the change. Any issues that cannot be resolved may be submitted to the Escalation and/or Dispute Resolution Processes as set forth in the CMP Re-Design Master Red Lined Document.

Product Catalog CLEC Documentation Scheduled to be Published On or Before 10/15/01
(10/3/01)

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
ISDN-PRI	Correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
DS1 Resale	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
DS0 Resale	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
PBX Resale	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
POTS Resale Residence	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
POTS Resale Business	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Centrex 21 Resale	Anticipate minimal	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes

Attachment 8

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
	changes to correct PCAT									
General Resale	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Features-Resale	New PCAT sections to add Resale Features into Resale PCATs	Low	1 additional page to each Resale PCAT - approx. 20	10/15/01	10/15/01	15 days	Yes	No	No	Yes
2 W Frame Relay Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
ATM Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
DID Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
DSS Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
Frame Relay Resale	Minimal changes to	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes

Attachment 8

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
	correct PCAT									
Integrated T1 Resale	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
Inside Wire	Minimal changes to correct PCAT	Low	2	10/3/01	10/3/01	15 days	Yes	No	No	Yes
UNE-P ISDN PRI	Correct PCAT	Low	2	8/20/01 (IMA R 8.0)	10/5/01	15 days	Yes	No	No	Yes
UNE-P POTS Res	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
UNE-P POTS Bus	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
UNE-P DSS	Correct PCAT	Low	1	8/20/01 (IMA R 8.0)	10/5/01	15 days	Yes	No	No	Yes
EEL	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
UDIT	Anticipate minimal changes to	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes

Attachment 8

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
	correct PCAT									
SA LNP	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Non-Loaded 2W Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Analog Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
ADSL Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
ISDN Capable Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
XDSL Capable Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Line Sharing	Anticipate minimal	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes

Attachment 8

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
	changes to correct PCAT									
Sub Loop	Anticipate minimal changes to correct n PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Line Splitting	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
DS1 Loop	Anticipate minimal changes to correct PCAT	Low	1	10/15/01	10/15/01	15 days	Yes	No	No	Yes
Quick Loop + LNP	271 Workshop	Medium - High	6	10/22/01	10/11/01	15 days	Yes	No Reviewed in previous CMP meeting	Yes	Yes
Business Procedures; Conversions /Migrations Telecom Assoc.	Provide documentation on existing procedures	Low-Medium	40 pgs total	10/5/01	10/5/01	15 days	Yes	No	No	Yes
Contact List										

Attachment 8

Product	Reason for Change	CLEC Priority /Impact	Est # of Pages Changed	Effective Date	Publish Date	Comment Cycle	CMP Notification Required	Review in Next CMP Meeting	CLEC Product/ Process/ System change	Exception Process Required
Forecasting for Interconnection Amendments to interconnection agreements Escalations Long Distance Carrier Selection SIG update										

Interim Exception Process for OSS Interfaces, Product and Process Changes

As of September 6, 2001
Revised 10-3-2001

What is needed?

- Quick implementation
- Uniquely identified (e.g., Exception/Vote) on subject line
- Clearly communicated if vote is required with deadline and means (i.e., participate on call, meeting or via e-mail)
- Description of request
- Send to ALL CLECs
- Minutes to be released to all CLECs
- Regulatory Mandates and Third Party Testing requirements qualify
- Logistics of information call and voting meeting/call
- Material and agenda

Notification Timeline

- Qwest to issue notice at least two (2) business days in advance of the Exception call/meeting
- Hold Exception call/meeting, with vote if applicable, post minutes including vote results.

Voting Process

- Majority Rules among total voting CLEC entity (via call, meeting or e-mail)
- If tie, notify all CLECs of the situation and schedule a second round of voting
- Matt Rossi or Mark Routh will schedule and conduct a voting call/meeting

Work	Flow Step	Description	Status Phase	Milestone
		escalate at the present time and would like to defer any action on the CR for a period of time.		
5C	CR Dispute Escalated	<ul style="list-style-type: none"> Refer to current procedure on the WEB URL http://www.qwest.com/wholesale/cmp/whatiscmp.html 	Escalated	
5D	CR Dispute Resolved	<ul style="list-style-type: none"> Refer to current procedure on the WEB URL http://www.qwest.com/wholesale/cmp/whatiscmp.html 		Resolved
6	Qwest Response Accepted	<ul style="list-style-type: none"> If Qwest's response is accepted by the participating CLEC, the following actions could be taken <ol style="list-style-type: none"> Response answered CR and no further action is required (Go to 10 CLEC Test & Acceptance) Response provided an implementation plan for a product or process to be developed (Go to 7 Product/Process Change Performed). Qwest Denied CLEC CR and no further action is required by CLEC. 	CLEC Test Development Denied/Deferred	Qwest Response Accepted
7	Production/Process Change Performed	<ul style="list-style-type: none"> Qwest puts Qwest's recommended implementation plan for a product, or process change/revision/development into production. As required, CLEC input is provided during development stage. 	Development	Qwest Response Accepted
8	Announce Date of Implementation	<ul style="list-style-type: none"> Qwest will advise CLEC when revised/new product, or process will be implemented. See Qwest proposed notification schedule. 	Development	CLEC Notified
9	Change Placed into Production	<ul style="list-style-type: none"> Qwest's revised/new product or process change was placed into production (implemented by Qwest). 	CLEC Test	Test Ready
10	CLEC Test & Acceptance Phase	<ul style="list-style-type: none"> For a period of time after Qwest's revised/new product or process was placed into production, CLECs will have the opportunity to evaluate the effectiveness of Qwest's revised/new product, or process. The CLECs will provide feed back and continual process improvement will be maintained. 	CLEC Test	
11	Change Request Closed (if accepted)	<p>The CR will be closed in one of the following instances:</p> <ul style="list-style-type: none"> Qwest's response was accepted by the CLECs, no further action was required and there was no need to conduct a Test and Acceptance phase. After the CLEC Test & Acceptance Phase, the CLECs believe 	Completion	CR Closed

Work Flow Step		Description	Status Phase	Milestone
		<p>no further action is required.</p> <ul style="list-style-type: none">• No further action has taken place for (TBD time period) on a deferred CR.		

CLEC CAUCUS AND VOTING RESULTS
OCT 3, 2001

Vote #1

Can we vote today? YES on #2, NO on #3

Vote #2

Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as the "interim" CMP process for CLEC originated CRs? YES to implement ASAP.

Vote #3

Do we agree to adopt the Proposed Interim CMP CR work flow for Product and Process as language included (but not limited to) in the Master Red Lined document – subject to final review. Want to see actual proposed redline language and then will be in a better position to decide if CLECs want to include "interim" processes in the red-line. Want Andy to refer in the Status Report that the entire red-line document is an interim draft (not final but operational) until final approval by all parties has been completed.

Schedule- October 16th -Prioritization, Change Request initiation (revisit with language), Changes to Existing Interfaces, Retirement of Interfaces
We would appreciate an hour for lunch and reasonable breaks (as we did today).

October 30-Nov 1 – not sure we will get to P&P with everything we have to do before that. (Concerned that schedule as changed is unrealistic).

We would like to schedule a half hour at end of day prior to establishing the schedule for the next day/meeting for CLECs to caucus.

**CHANGE MANAGEMENT PROCESS (CMP)
FOR LOCAL SERVICES ORDERING AND PROVISIONING**

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Note-Throughout this document italicized text represents OBF language not yet discussed by the CLEC-Qwest Re-Design Team.

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**CHANGE MANAGEMENT PROCESS (CMP)
FOR LOCAL SERVICE ORDERING AND PROVISIONING**

**NEED REFERENCE TO CUSTOMER CLEC/PROVIDER
NEGOTIATIONS**

INTRODUCTION [Need to re-address at a later date]

Action Item #17

The Change Management Process (CMP) is the a formal method used by customersCompetitive Local Exchange Carriers (CLECs) and Qwest and a local service providers to initiate, communicate, prioritize, schedule, testcommunicate about and implement changes enhancements changes to Qwestprovider Operational Support Systems (OSS) interfaces which directly or indirectly impact a CLEC, used in connection with resold services and unbundled network elements. Changes include new functionality, enhancements to existing functionality, defect maintenance and introduction/retirement of interfaces, based on Local Service Ordering Guidelines (LSOG).

The change management process creates a framework for meetings in which changes to the provider's Qwest's OSSs and their business rules may be introduced or discussed. The CLECscustomer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider'sQwest's POC.

The FCC requires Incumbent Local Exchange Carriers to have processes for management of manual and electronic interfaces relative to order, pre order, account maintenance, testing and billing. The scope of this document is to define only the processes for change management of manual and electronic interfaces relative to order and pre order functions.

INTRODUCTION AND SCOPE [need to readdress at a later date]
Action Item 17

This document defines the processes for change management of oss interfaces, products and processes (including manual) as described below. Cmp provides a means to address changes that support or affect pre-ordering, ordering/provisioning, maintenance/repair and billing capabilities and associated documentation and production support issues for local services provided by clecs to their end users.

The cmp is managed by clec and qwest representatives each having distinct roles and responsibilities. The clecs and qwest will hold regular meetings to exchange information about the status of existing changes, the need for new changes, what changes qwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.

Qwest will track changes to oss interfaces, products and processes. The cmp includes the identification of changes and encompasses, as applicable, [requirement definition, design, development, notification, testing, implementation and disposition of changes – revisit list]. Qwest will process any such changes in accordance with the cmp described in this document.

manual and electronic interfaces relative to pre-order, and pre-order, provisioning, maintenance/repair, and billing functions. Interface impact is defined as changes to field content or format, or changes in the business rules used to govern field population. This includes national guideline changes, e.g., LSOG, as well as provider Qwest specific interface process and system changes. Changes include new functionality, enhancements to existing functionality, introduction/retirement of interfaces processes and systems and maintenance activities affecting production defects. Desired changes should be submitted to the appropriate ATIS Forum.

This scope includes any pre-order, order business rules, interface system testing and maintenance that impact ongoing and future technical and operational processes, and changes that alter the relationship in the manner in which the provider Qwest and customer a CLEC do business.

The CMP provides a means for changes to the provider's OSSs and their business rules. The customer's Point Of Contact (POC) may request interface changes for future consideration by submitting a Change Request Form to the provider's POC. These requests may include new functionality or changes to existing functionality.

The types of changes that will be handled by this process are:

- ☐ Software changes
- ☐ System Environment Configuration changes
- ☐ Changes resulting from new or changed Industry Guidelines / Standards
- ☐ Product and Services (e.g., new services available via the in-scope interfaces)
- ☐ Processes (e.g., electronic interfaces and manual processes relative to order and pre-order)
- ☐ Regulatory

- ☐ ~~Documentation (e.g., business rules for electronic and manual processes relative to order and pre-order.~~
- ☐ ~~Defect resolution~~
- ☐ ~~Guidelines for provider specific change management processes~~

~~The providerQwest will track changes to the OSS interfaces as change requests and assign a tracking number to each change request. The CMP begins with the identification of the change request and encompasses requirement definition, design, development, notification, testing, implementation and decommissioning of the change request.~~

~~The CMP is managed by customerCLEC and provider representatives each having distinct roles and responsibilities. The customerCLEC and the providerQwest will hold regular meetings to exchange information about the status of existing change requests, the need for new changes, what changes the providerQwest is proposing, how the process is working, etc. The process also allows for escalation to resolve disputes, if necessary.~~

~~The CMP is dynamic in nature and, as such, is managed through the regularly scheduled meetings and is based on group consensus. This document may be revised, through the procedures set forth by the procedures described in section (X) the OBF, as business and/or regulatory conditions dictate.~~

Managed Changes
Changes to Existing Interfaces

TYPES OF CHANGE

The change request should fall into one of the following classifications:

I. *Type 1 (Production Support) Change*

A Type 1 change corrects problems discovered in production versions of an OSS application interface. Either the ~~provider~~ Qwest or the ~~customer~~ CLEC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate such as to cause correctly or properly formatted data to be rejected. Instances where ~~providers~~ Qwest or ~~customer~~ CLECs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during the change management review of the change request. Type 1 changes will be processed on an expedited basis by means of an emergency release of software/documentation.

Additionally, once a Type 1 change is identified, the change management team (see the Managing The Change Management Process section) must determine the nature and scope of the maintenance. Type 1 changes are categorized in the following manner:

Severity 1: *Production Stopped: Interface Unusable – Interface discrepancy results in totally unusable interface requiring emergency action. ~~Customer~~ CLEC Orders/Pre-Orders cannot be submitted or will not be accepted by the ~~provider~~ Qwest and manual work-arounds are not feasible. Correction is considered essential to continued operation. ~~The provider~~ Qwest and ~~customer~~ CLECs should dedicate resources to expedite resolution.*

Acknowledgment Notification	= 1 hour
Status Notification	= bi-hourly

Severity 2: *Production Degraded: Interface Affecting - An interface discrepancy that requires a work-around(s) on the part of the ~~customer~~ CLEC or the ~~provider~~ Qwest. The change is considered critical to continued operation. It does not stop production, but affects key applications.*

Acknowledgment Notification = 4 hours
Status Notification = weekly
Implementation time = 14 - 30 calendar days

Severity 3: *Process Impacted: Pre-order / Order requests can be submitted and will be accepted through normal processes / interfaces. Clarification is considered necessary to ongoing operations.*

Acknowledgment Notification = 7 calendar days
Implementation time = 30 - 60 calendar days

II. Type 2 (Regulatory) Change

A Type 2 change is mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. Either the customerCLEC or the providerQwest may initiate the change request.

III. Type 3 (Industry Guideline) Change

~~A Type 3 change implements telecommunications~~An Industry Guideline Change implements Industry Guidelines—using a national implementation timeline, if any. Either the providerQwest or the customerCLEC may initiate the change request. These guidelines are industry defined by:

Alliance for Telecommunications Industry Solutions (ATIS) Sponsored

- Ordering and Billing Forum (OBF)
- Local Service Ordering and Provisioning Committee (LSOP)
- Telecommunications Industry Forum (TCIF)
- Electronic Commerce Inter-exchange Committee (ECIC)
- Electronic Data Interface Committee (EDI)
- American National Standards Institute (ANSI) (Action item#)

IV. Type 4 (Provider Originated) Change Qwest Originated Change

~~A Type 4~~A Qwest Originated change is originated by the providerQwest ~~does not fall within the changes listed above and is within the scope of CMP and affects interfaces between customers and the provider. These changes may involve system enhancements, manual and/or business processes].~~

V. ~~Type 5 (Customer~~CLEC Originated) Change CLEC Originated Change

~~A Type 5-A CLEC Originated change is originated by the customer~~CLEC does not fall within the changes listed above and is within the scope of CMP.~~and affects interfaces between customers and the provider. These changes may reflect a business process improvement that the customer~~CLEC is seeking to implement and implies a change in the way in which the customerCLEC wishes to interact with the providerQwest.

VI. Tracking Change Requests [move to CR initiation process]

The provider Qwest will assign a tracking number to each change request and track changes to each change request. Tracking will be accomplished via a change request log.

CHANGE REQUEST INITIATION PROCESS

The ~~customer~~CLEC ~~or provider~~ change request initiator ~~should~~ will complete a Change Request Form (see Appendix XA) as defined by the instructions on the ~~provider~~Qwest's CMP web site. The Change Request Form ~~should~~ is also be located on the ~~provider~~Qwest's CMP web site.

I. CustomerCLEC Originated Requests -

The ~~customer~~CLEC will submit the Change Request Form to ~~the provider~~ the appropriate Qwest CMP Manager electronically as defined in the CR Form instructions via e-mail. ~~The provider~~Qwest will review the submitted change request for completeness. Within two (2) business days of receipt, the ~~provider~~Qwest will either request information to ensure a complete request or will return a tracking number for the change request. This will ~~normally be~~ done via email to the originator. Within ex (x) business days after the CR Tracking number has been assigned, Qwest will contact the CR originator to schedule the providerQwest clarification discussions if necessary.

Qwest will provide a response notification to the CLECs within X business days via email and will be posted on the CMP web site. The CR originator may request a conference call before the next scheduled CMP Meeting to discuss the provided response

Change requests that have been assigned a tracking number fourteen (14) calendar days prior to the next prioritization meeting will be included on the spreadsheet of change requests pending initial rating.

Within twenty-one (21) calendar days after the change request is submitted, the ~~provider~~Qwest will provide a preliminary assessment indicating one of the following:

- The change request is accepted and is a candidate for prioritization (see Prioritization section).*
- The change request is rejected, and the reason for rejection.*

All valid change requests and the change request log will be posted on the ~~provider~~Qwest's web site.

~~Customer~~CLECs may submit a formal request to the ~~provider~~Qwest to re-rate a change request no later than fourteen (14) calendar days prior to the next prioritization review. The request must include a reason for requesting the re-rate.

This will normally be done via e-mail to ~~the provider~~ Qwest with a copy to all Change Management team members.

Customer CLEC initiated requests are Type 5, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

II.VII. *Provider Originated Requests*

Provider initiated requests are Type 4, except when the proposed change has an impact on a regulatory mandate, e.g. metrics. Change requests that have impact on regulatory mandates are Type 2.

Type 4 requests will be made available to ~~customer~~CLECs at least fourteen (14) calendar days prior to a scheduled prioritization review. The Type 4 change requests, except those that are related to new products or services, are prioritized by ~~customer~~CLECs with Type 5 change requests (see Prioritization section).

If the ~~provider~~Qwest announces a new interface before applicable guidelines are finalized at the appropriate industry forums, the ~~provider~~Qwest will review the final guidelines when they are issued. The review will determine any alterations that may be necessary for compliance with the finalized requirements and will work the changes within the guidelines of the CMP. The ~~provider~~Qwest will review its system requirements and provide known exceptions to industry guidelines.

INTRODUCTION OF A NEW INTERFACE

The process for introducing a new interface will be part of the CMP.

I. Release Planning

At least nine (9) months in advance of the target implementation date, the ~~provider~~Qwest will share the new interface plans via web site posting and ~~customer~~CLEC notification.

The ~~provider~~Qwest will share preliminary plans for the new interface, including:

- *Proposed functionality of the interface*
- *Proposed detailed implementation time line (e.g., milestone dates, ~~customer~~CLEC/provider comment/response turnaround dates)*
- *Provider constraints*
- *Exceptions to industry guidelines/standards, etc.*
- *Proposed ~~customer~~CLEC/provider meeting plans (The first scheduled meeting should be held no sooner than fourteen (14) calendar days following publication of the ~~customer~~CLEC notification.)*
- *Requirements*
- *Design & Development*
- *Connectivity and Firewall Rules*
- *Test Planning*
- *Implementation*
- *Change Control*

II. ~~Customer~~CLEC Responses/Comments

Upon review of the preliminary plans for the interface if the ~~customer~~CLEC wishes to provide feedback the ~~customer~~CLEC must send a written response to the ~~provider~~Qwest. These responses must be provided no later than seven (7) calendar days prior to the first scheduled meeting. The ~~customer~~CLEC's response will specify the ~~customer~~CLEC's questions, issues and any alternative recommendations.

CustomerCLECs may provide feedback to the ~~provider~~Qwest during ~~customer~~CLEC/provider meetings. Additional ~~customer~~CLEC feedback may be provided in accordance with the dates outlined in the detailed implementation time line.

III. Provider Responses/Comments

The ~~provider~~Qwest will maintain both a proprietary and non-proprietary issue log containing ~~customer~~CLEC comments and the ~~provider~~Qwest responses. This non-proprietary issue log will be posted to the ~~provider~~Qwest's web site upon receipt of ~~customer~~CLEC feedback. The ~~provider~~Qwest will respond to the ~~customer~~CLEC feedback in accordance with the dates outlined in the detailed implementation time line. The ~~provider~~Qwest will also communicate its base line interface development plans via web site posting and ~~customer~~CLEC notification in accordance with the dates outlined in the detailed implementation time line.

IV. Final Release Announcement

The ~~provider~~Qwest will provide a Final Release Announcement to the ~~customer~~CLECs via web site posting and a carrier notification.

CHANGE TO EXISTING INTERFACES

I.Interface Pre-order, Order application-to-application Change Process

(Action item#)

As part of its rolling twelve (12) month development view, ~~providers~~Qwest will prepare a preliminary package of the required changes and will share these plans at scheduled change management meetings. ~~Providers~~Qwest should make available two (2) versions of an interface between the sunrise and sunset dates.

Unless mandated, ~~the-provider~~Qwest will implement no more than four (4) releases requiring coding changes to the ~~customer~~CLEC interfaces within a calendar year. These changes should occur no less than three (3) months apart.

II.V. Versioning of Type 1 Changes

For Type 1 changes, the version number will not be incremented and will not cause the oldest dot version of the current version to be retired as a result of the implemented fix.

III.VI. Versioning of Type 2 Changes

For Type 2 changes that must occur between regularly scheduled releases, ~~the provider~~Qwest will not retire the oldest version in order to implement the Type 2 change. The Type 2 change will be implemented as either a dot release or a sub-dot release of all versions (except a retired version), unless the structure of the old version could not accommodate the Type 2 change or the old version is scheduled to be retired within the next six months.

If the Type 2 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of a provider's LSOG Issue 5 implementation is V5.1.

If the Type 2 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of a provider's LSOG Issue 5 implementation is V5.0.1.

Type 2 changes that occur at the time of a regularly scheduled release will be made in all versions (except a retired version). If the structure or intent of the old version cannot accommodate the change then, via the Prioritization process a joint ~~provider/customer~~CLEC decision is made that the mandate should not be implemented in an old version.

IV.VII. *Versioning of Type 3 Changes*

For Type 3 changes, the base version identity should follow the LSOG issue identity. For example, the first release of a provider's LSOG Issue 5 implementation should be V5.0.

V.VIII. *Versioning of Type 4 and Type 5 Changes*

Type 4 and Type 5 changes will be implemented as a sub-dot release of all versions, unless the structure of the old version could not accommodate the Type 4 or Type 5 change.

If the Type 4 or Type 5 change results in an interface implementation, before applicable industry guidelines are finalized at the appropriate industry forums, dot release versioning is issued. An example of dot versioning of a provider's LSOG Issue 5 implementation is V5.1.

If the Type 4 or Type 5 change results in an interface implementation that is in line with industry guidelines, sub-dot release versioning is issued. An example of sub-dot release of a provider's LSOG Issue 5 implementation is V5.0.1.

RETIREMENT OF EXISTING INTERFACES

The retirement of an interface is ~~the provider~~Qwest's elimination of an existing interface (i.e., paper, GUI, Gateway).

I. Initial Retirement Plans

At least nine (9) months in advance of the target retirement date, the ~~provider~~Qwest will share the retirement plans via web site posting and ~~customer~~CLEC notification. If the functionality exists through another interface, ~~the provider~~Qwest will announce the retirement nine (9) months prior to the actual retirement. If the equivalent functionality does not exist through an existing interface but will reside in a scheduled new interface, ~~the provider~~Qwest will announce the retirement at the same time as the new interface. The scheduled new interface is to be in a ~~customer~~CLEC certified production release prior to the retirement of the older interface.

The ~~customer~~CLEC notification will contain:

- The rationale for retiring the interface
- The proposed detailed retirement time line (e.g., milestone dates, ~~customer~~CLEC/provider comment/response turnaround dates)

II. Final Retirement Notice

The Final Retirement Notice will be provided to ~~customer~~CLECs and contain:

- Where the replacement functionality will reside in a new interface and when the new interface has been certified by a ~~customer~~CLEC
- Provider's responses to the ~~customer~~CLECs' comments
- Actual retirement date

ADMINISTRATION
MANAGING THE CHANGE MANAGEMENT PROCESS
FROM AUGUST 8, 2001 REDLINED FRAMEWORK

I. Change Management POC

The provider Qwest and each customer CLEC will designate primary and secondary change management POC(s) who will serve as the official designees for matters regarding this CMP. The primary POC is the official voting member, and a secondary (alternate) POC can vote in the absence of the primary POC for each CLEC.

II. ~~Purpose of Change Management POC~~

~~The change management POC will serve as the official designee for all matters regarding change management, including:~~

- ~~☐ Submission of change request forms~~
- ~~☐ Notification of critical matters, such as Type 1 errors~~

The customers CLECs and Qwest will exchange POC information including items such as: must provide the following information to the provider's change management POC:

- Name
- Title
- Company
- Telephone number
- E-mail address
- Fax number
- Cell phone/Pager number

III. Change Management POC List Creation

II.

The provider will create a distribution list and publish this list. Primary and secondary CLEC POCs should be included in the Qwest maintained distribution list. At least a primary customer POC and secondary customer POC should be included in the distribution list. It is the CLECs responsibility to notify Qwest of any POC changes. It is the provider's responsibility to maintain and update the information on the list with the assistance of the customer. This list will be used to update customers on change management issues. The list will be made available to all participating CLECs with the permission of the POCs.

IV.III. Formal Preferred Method of Communication

~~The standard methods of communication are mail, e-mail, web site, telephone, and fax. Critical matters will be communicated using the distribution list. The preferred method of communication is e-mail with supporting information posted to the web site~~

V.IV. Governing Body

The change management organizational structure must support the CMP. Each position within the organization has defined roles and responsibilities as outlined below.

CMP Team: Representatives are from the ~~customer~~CLECs (or their authorized agents) and the ~~provider~~Qwest. This team meets monthly to review, prioritize, and make recommendations for change management requests. The change management requests are used as input to internal change management processes.

CMP Steering Committee: The CMP Steering Committee consists of representatives from the ~~customer~~CLECs and the ~~provider~~Qwest who will be responsible for managing compliance to the CMP document. The responsibilities of the CMP Steering Committee are:

- *On-going commitment*
- *Participation in change management meetings/conference calls*
- *Reviewing changes/suggestions to the CMP document for submittal to OBF*
- *Process improvements*
- *Managing meeting schedule/logistics*

A standing agenda item at the regular change management meetings will provide an opportunity for the ~~provider~~Qwest and ~~customer~~CLECs to assess the effectiveness of the CMP. Both the ~~customer~~CLECs and the ~~provider~~Qwest will use this opportunity to provide feedback of instances of non-compliance and commit to taking appropriate action(s).

Provider POC: The ~~provider~~Qwest POC is responsible for managing the CMP. The ~~provider~~Qwest POC will be responsible for maintaining the integrity of the change requests, preparing for and facilitating review meetings, presenting change requests to the ~~provider~~Qwest's internal CMP, and ensuring that all notifications are communicated to the appropriate parties.

~~Customer~~CLEC POC: The ~~eustomer~~CLEC POC will serve as the official designee for all matters regarding CMP, including:

- Submission of ~~eustomer~~CLEC change request forms*
- Notification of critical matters, such as Type 1 errors*

Release Management Team: A team of ~~eustomer~~CLEC and provider representatives who manage the implementation of scheduled releases.

MEETINGS

~~Change Management meetings will be conducted monthly.~~

FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Change Management meetings will be conducted on a regularly scheduled basis, at least on a monthly basis. Meeting participants can choose to attend meetings in person or participate by conference call.

Meetings are held to review, prioritize, manage the implementation of process and system changes and address change management requests. Qwest will review the status of all applicable change requests. The meeting may also include discussions of Qwest's development view.

CLEC's request for additional agenda items and associated materials should be submitted to Qwest at least five (5) business days by noon (MST) in advance of the meeting. Qwest is responsible for distributing the agenda and associated meeting materials at least three (3) business days by noon (MST) in advance of the meeting. Qwest will be responsible for preparing, maintaining, and distributing meeting minutes. Attendees with any walk-on items should bring materials of the walk-on items to the meeting.

All attendees, whether in person or by phone, must identify themselves and the company they represent.

Additional meetings may be held at the request of Qwest or any qualified CLEC (as defined in this document). Meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least five (5) business days prior to their occurrence. Exceptions may be made for emergency situations.

~~The provider is responsible for notifying customers and distributing agendas and other meeting materials to include, but not limited to, actual change requests received from the customers and documentation of industry guidelines and regulatory changes at least seven (7) calendar days in advance of the meeting.~~

~~Customers can choose to attend meetings in person or participate by conference call. The provider must make a conference bridge available for meetings. The agenda will include the dial in number and the access information.~~

~~The provider will be responsible for preparing, maintaining, and distributing minutes following the meeting. The draft version of the minutes must be distributed no later than seven (7) calendar days after the meeting and must contain the name of each attendee and the company they represent. All attendees, whether in person or by phone, must identify themselves and the company they represent. The provider will also update the status of change requests after the meeting and distribute it following the meeting as part of the meeting minutes.~~

~~Emergency or special meetings may be held at the request of the provider or any qualified customer (as defined in this document). Emergency meeting notification must contain an agenda plus any supporting meeting materials. These meetings should be announced at least two (2) business days prior to their occurrence.~~

Meeting Materials [Distribution Package] for Change Management Meeting FROM AUGUST 8, 2001 REDLINED FRAMEWORK

Meeting materials should include the following information:

- Meeting Logistics
- Minutes from previous meeting
- Agenda
- Change Requests and responses
 - New/Active
 - Updated
 - Log
- Issues, Action Items Log and associated statuses
- Release Summary12 Month Development View
- Monthly System Outage Report
- Any other material to be discussed

Qwest will provide Meeting Materials (Distribution Package) electronically by noon 3 business days prior to the Monthly CMP Meeting. In addition, Qwest will provide hard copies of the Distribution Package at the Monthly CMP Meeting.

Agenda Items for Change Management Meeting

~~Agenda items should include but are not limited to, the following:~~

- ☐ ~~Change Request discussions~~
- ☐ ~~Issues/Actions~~

ATTACHMENT 12

MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
DRAFT - Revised 10-3-01, 9-20-01

- ☐ ~~Release Notice/12 Month Development View~~
- ☐ ~~Effectiveness of change management Process~~
- ☐ ~~Specifications for regulatory or industry originated change requests~~

II. Change Management Meeting Action Log and Change Request Status

~~The provider will maintain and distribute at the change management meeting an Action Item Log containing action items from previous meetings and status. Additionally, during the change management meetings, the provider will review status of the customer change requests. The meeting will include discussions of the provider's development view, as well as any customer's suggested development to the provider Operations Support Systems (OSSs).~~

III. Meeting Minutes for Change Management Meeting **FROM AUGUST 8, 2001 REDLINED FRAMEWORK**

- Qwest will take minutes.

Qwest will summarize discussions in meeting minutes and include any revised documents such as Issues, Action items and statuses.

Minutes should be distributed to meeting participants for comments or revisions no later than five (5) business days by noon (MST) after the meeting. CLEC comments should be provided within two (2) business days by noon (MST). Revised minutes, if CLEC comments are received, should be distributed within nine (9) business days by noon (MST) after the meeting.

~~The provider will take minutes during the meeting. Meeting minutes should include, but are not limited to, the following:~~

- ☐ ~~Current status of change requests and Release Notices~~
- ☐ ~~Issues/Action items and status~~
- ☐ ~~Attendees/Company~~

~~A draft version of the minutes should be distributed to meeting participants for comments or revisions no later than seven (7) calendar days after the meeting. Customers need to respond to the provider with any modifications to the draft version within two (2) business days. Revisions and comments will be incorporated into the final minutes. The final minutes will be distributed within eleven (11) calendar days after the meeting.~~

IV.V. ProviderQwest Change Management Process Wholesale CMP Web **Site[Need to re-visit - ACTION ITEM #17G]** **FROM AUGUST 8, 2001 REDLINED FRAMEWORK**

To facilitate access to CMP documentation, ~~the provider~~Qwest will maintain CMP information on its web site. The web site should be easy to use and updated in a timely manner. The Web site should be a well organized central repository for CLEC notifications and CMP documentation. Active documentation including meeting materials (Distribution Package), should be maintained on the website. Change Requests and release notifications should be identified in accordance with the agreed upon naming convention, to facilitate ease of identification. [action item #] Qwest will maintain closed and old versions of documents on the web site's Archive page for 18 months before storing off line. Information that has been removed from the web site can be obtained by contacting the appropriate Qwest CMP Manager. -At a minimum, the CMP web site will contain include:

- Current version of the ~~provider~~Qwest CMP document describing CMP's purpose and scope of setting forth the CMP objectives, procedures, and timelines, including release life cycles.
 - Calendar of release dates
 - OSS hours of availability
 - Links to related web sites, such as IMA EDI, IMA GUI, CEMR, and Notices
 - Current CMP escalation process
 - CMP prioritization process description and guidelines
 - Change Request form and instructions to complete form
 - Submitted and open Change Requests and the status of each
 - Responses to Change Requests and written responses to CLEC inquiries
 - Meeting (formal and informal) information for CMP monthly meetings and interim meetings or conference calls, including descriptions of meetings and participants, agendas, sign-up forms, and schedules
- ☐
- Joint Release Test Plan Template
 - A log of ~~customer~~CLEC and ~~provider~~Qwest change requests and associated statuses
 - ~~Issue/Action items and statuses~~Meeting materials(distribution package)
 - Meeting minutes
 - Release announcements and other CLEC notifications and associated requirements
 - Directory to CLEC notifications for the month

ATTACHMENT 12

MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
DRAFT - Revised 10-3-01, 9-20-01

- Business rules, SATE test case scenarios technical specifications, and user guides will be provided via links on the CMP web site. based on the LSOG and provider's specific requirements
- Contact information for the CMP POC list, including CLEC, Qwest and other participants (with participant consent to publish contact information on web page).

REQUIREMENTS REVIEW

I. Draft Interface Release Requirements

Prior to implementing a new interface or a change to an existing interface, the providerQwest will notify customerCLECs of the draft release requirements.

Notification and confirmation time lines for Type 1 are determined on an individual case basis based on the severity of the problem.

Notifications for Type 2 changes are based on applicable law and / or regulatory rules.

Type 3 time lines are based on customerCLEC / provider agreement in conjunction with the rollout of national guidelines, (See Issue 1714: New Issue Life Cycle Process) subject to any overriding regulatory obligations.

Generally, a Type 4 and Type 5 change notification will occur at least 73 calendar days prior to implementing the change. Draft business rules / technical specifications will be produced and distributed to customerCLECs 66 calendar days prior to implementation. CustomerCLECs have fifteen (15) calendar days from the initial publication of draft documentation to provide comments / questions on the documentation. Change confirmation will occur 45 calendar days prior to implementation through publication of final business rules / technical specifications.

For Type 4 or Type 5 change requests more or less notification may be provided based on severity and the impact of the change. For example, the providerQwest can implement the change in less than 45 calendar days.

Documentation of new or revised error messages associated with Type 4 or Type 5 change requests will be provided no later than 30 calendar days prior to implementation date.

II. Content of Draft Interface Release Requirements

The Notification letter will contain:

- Written summary of change(s)*
- Target time frame for implementation*
- Any cross-reference to updated documentation such as the Users Guide. This type of documentation should also include a summary of changes made to the document*

III. Walk Through of Draft Interface Release Requirements

If requested by one or more ~~customer~~CLECs within fourteen (14) calendar days of receiving the initial Release Requirements, ~~the provider~~Qwest will sponsor a walk through with the appropriate internal subject matter experts. ~~The provider~~Qwest will hold this walk through no later than thirty (30) calendar days prior to the scheduled implementation.

IV. ~~Customer~~CLEC's Comments on Draft Interface Release Requirements

If the ~~customer~~CLEC identifies issues or requires clarification, the ~~customer~~CLEC must send a written response to ~~the provider~~Qwest and the ~~customer~~CLEC's Account Manager. ~~The provider~~Qwest must receive the ~~customer~~CLEC's response seven (7) calendar days prior to the date of the Initial Release Requirements. The response will specify the ~~customer~~CLEC's questions, issues and any other alternative recommendations for implementation.

V. Provider Response to Comments

~~The provider~~Qwest will review and respond with written answers to all ~~customer~~CLEC issues, comments/concerns within seven (7) calendar days. The answers will be shared with all ~~customer~~CLECs, unless the question (s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all ~~customer~~CLECs in the same notification letter.

VI. Final Interface Release Requirements

The notification letter resulting from the ~~customer~~CLEC's response from the Initial Release Notification will constitute the Final Release Requirements.

VII. Content of Final Interface Release Requirements

In addition to the content of Interface Initial Release Requirements, the Final Release will include the following:

- Summary of changes from ~~the provider~~Qwest response to comments
- Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Changed requirements pages
- Release date
- Interval before implementation of release

ATTACHMENT 12

MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
DRAFT – Revised 10-3-01, 9-20-01

The ~~provider~~Qwest's planned implementation date will not be sooner than forty-five (45) calendar days from the date of the final release requirements. The ~~provider~~Qwest will post notification to provider's web site to inform the ~~eustomer~~CLECs of possible impact to ~~eustomer~~CLEC ordering ability. The ~~provider~~Qwest will post this information forty-five (45) calendar days prior to the scheduled implementation of such changes, if possible, but not less than thirty (30) calendar days prior to implementation. Emergency changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

PRIORITIZATION

I. Prioritization Review

The prioritization review provides the forum for reviewing and prioritizing Type 4 and Type 5 change requests. ~~The providerQwest~~ will facilitate the meeting. Both ~~customerCLECs~~ and ~~providersQwest~~ should have appropriate subject matter experts in attendance. Meetings will be held monthly, or more frequently if needed, and are open to all ~~customerCLECs~~. The prioritization review objectives are to:

- Introduce newly initiated ~~customerCLEC~~ and provider change requests.
- Allow ~~customerCLECs~~ to prioritize new change requests and re-rate existing change requests by providing specific input as to the relative importance that ~~customerCLECs~~, as a group, assign to each such change request.
- Provide status on outstanding ~~customerCLEC~~ and provider change requests.
- ~~The providerQwest~~ will distribute all materials fourteen (14) calendar days prior to the prioritization review. The materials will include:
 - Agenda
 - Prioritized spreadsheet of Type 4 and Type 5 change requests
 - Spreadsheet of change requests pending initial rating and re-rating (see Appendix B)
 - New change requests as submitted by initiating ~~customerCLEC~~ or provider

II. Prioritization Process

During the review, the initiators will present their new change requests and any requests for re-rate. This will be followed by a question and answer session. After all presentations are complete, the voting of change requests will begin.

Re-rate requests will only be accepted from ~~customerCLECs~~ who participated in the initial voting. Once a re-rate is requested, all ~~customerCLECs~~ participating at the subsequent meeting can submit a rating.

~~CustomerCLECs~~ may request and rate a modification to a new change request at the prioritization review, if agreed to by the originating ~~customerCLEC(s)~~. The originating ~~customerCLEC~~ must update the change request with the agreed upon modification.

III. Voting

Voting should be conducted according to the following guidelines:

- A ~~eustomer~~CLEC must either be using the interface impacted by the change request or have a Letter of Intent to use the interface on file with the ~~provider~~Qwest to participate in the vote.
- Each ~~eustomer~~CLEC is allowed one vote per change request and should have one representative responsible to provide a rating. Each ~~eustomer~~CLEC can only assign a rating to a change request at the prioritization review. A rating will not be accepted outside of the prioritization review.
- ~~Customer~~CLECs may only provide a rating at the meeting where the new change request is introduced. ~~Customer~~CLECs that were not present at that meeting may not submit ratings at subsequent meetings, unless there is a request to re-rate.
- A ~~eustomer~~CLEC may delegate its vote to an authorized agent acting on its behalf by providing a Letter of Authority.
- Each participating ~~eustomer~~CLEC ranks each change request by providing a rank from 1 (low) to 5 (high). Votes will be averaged to determine order of ranking and results (see Appendix C) will be provided prior to the close of the prioritization review.
- ~~Customer~~CLECs can defer/pass on voting. A rating of defer or pass will not be averaged in the overall rating.

ESCALATION PROCESS

FROM SEPTEMBER 20, 2001 REDESIGN SESSION

I. Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the ~~customer~~CLEC, based on the severity of the missed or unaccepted response/resolution
- Escalations may also involve issues related to CMP itself, including the administration of the CMP ~~can involve issues related to the CMP, itself~~
- ~~Escalations involving change requests,~~ the expectation is that escalation should occur only after ~~normal~~ change management procedures have occurred per the CMP
- ☐ ~~Three (3) levels of escalation shall be available. They are:~~
 1. ~~The customer's change management director (or designated agent) to provider's change management director~~
 2. ~~The customer's change management director to provider's account director~~
 3. ~~The customer's vice president to provider's vice president~~
- ☐ ~~Each level of escalation will go through the same cycle, as follows:~~

II. Cycle

- ☐ Item must be formally escalated as an e-mail sent to the Qwest CMP escalation e-mail address [URL to be established] ~~the appropriate provider escalation level.~~
- Subject line of the escalation e-mail must include:
 - CLEC Company name
 - "ESCALATION"
 - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided.:
 - Description of item being escalated
 - History of item
 - Reason for Escalation
 - Business need and impact
 - Desired CLEC resolution
 - CLEC contact information including Name, Title, Phone Number, and e-mail address

- CLEC may request that impacted activities be stopped, continued or an interim solution be established.
- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:
 - Date and time of escalation receipt
 - Date and time of acknowledgement email
 - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.
- ~~Subject of e mail must be customer (Customer Name) ESCALATION (CR# if applicable) Level of Escalation~~
- ~~Content of e mail must include~~
 - ~~Definition and escalation of item~~
 - ~~History of item~~
 - ~~Reason for escalation~~
 - ~~Desired outcome of customer~~
- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response. [see action item]
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process [in a time frame to be determined – Jarby]
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by “ESCALATION PARTICIPATION”
- ~~Impact to customer of not meeting the desired outcome or item remaining on current course of action as previously discussed at the prioritization review (if escalation is associated with a change request)~~
- ~~Impact to customer of a rejected change request~~
- ~~Contact information for appropriate level including Name, Title, Phone Number, and e-mail ID~~
- ~~It is not necessary to repeat information for level 2 and 3 escalations. However, the e-mail submission should include any additional information since the last distribution, including the reason that the matter could not be resolved at previous level~~
- ~~The provider will reply to the escalation request with an acknowledgment of receipt within 1 business day~~

- ☐ Within seven (7) calendar days of receipt, the appropriate provider change management executive (Level 1 2: Director or Level 3: Vice President) will reply through provider change management with provider position and explanation for that position
- Qwest will respond with a binding position e-mail including supporting rationale as soon as practicable, but no later than:
 - For escalated CRs, seven (7) fourteen (14) calendar days of sending the acknowledgement e-mail, Qwest will respond with a binding position e-mail including supporting rationale.
 - For all other escalations, fourteen (14) calendar days of sending the acknowledgment e-mail.
- The escalating customer should CLEC will respond to the provider Qwest within seven (7) calendar days with a binding position e-mail. as to whether escalation will continue or the provider response has been accepted as closure to the item
- ☐ If the provider's position suggests a change in the current disposition of the item, a conference call will be held within 1 business day of the provider's decision in order to arrive at consensus with the appropriate executives
- ☐ The provider will publish the outcome of the conference call via e mail
- ☐ For escalations associated with Type 1 changes, the provider has a one day turnaround rather than 5 for each cycle of escalation
- When the escalation is closed, the resolution will be subject to the CMP.

3.4.2.1 Flow of Escalation Table

INTERFACE TESTING

The ~~provider Qwest~~ will provide a separate Customer Test Environment (CTE) for the testing of application-to-application interfaces for pre-order and order. There are two types of testing: new release testing and production support. New release testing provides the opportunity to test the code associated with releases for Types 2 through 5 change requests. Production support testing allows ~~customerCLECs~~ and ~~providers Qwest~~ to test changes made as a result of Type 1 change request implementation.

I. New Release & Production Support Testing in the ~~CustomerCLEC~~ Test Environment (CTE)

This section provides information regarding the CTE and the procedures for new release and Production Support testing.

The CTE is a separate environment that contains the application-to-application interface and gateway applications for preordering and ordering. This environment is used for ~~customerCLEC~~ testing – both new release testing and new entrant testing. ~~CustomerCLECs~~ are responsible for establishing and maintaining connectivity into the CTE. Provided a ~~customerCLEC~~ uses the same connectivity option as it uses in production, the ~~customerCLEC~~ should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to and including the service order processor.

Any special procedures required due to geographical or system differences will be reviewed with the participating ~~customerCLEC~~ prior to the implementation of their testing phase.

II. New Release Testing

New release testing is the process ~~customerCLECs~~ use to test an upcoming ~~providerQwest~~ systems release that impacts the interface and business rules between ~~customerCLECs~~ and the ~~providerQwest~~.

III. Getting Ready for the New Release Testing

~~CustomerCLECs~~ should be notified of the content of the release through the change management process. ~~CustomerCLECs~~ should review the content of the

release and determine if they want to participate in the test and what transactions they would like to submit as part of the test.

The ~~provider~~Qwest will send an industry notification, including testing schedules, to ~~customer~~CLECs so they may determine their intent to participate in the test. ~~Customer~~CLECs wishing to participate in the test should make arrangements with the ~~provider~~Qwest testing coordinator. The ~~provider~~Qwest will publish any changes to the schedule.

IV. Production Support Testing

Production Support testing occurs in a production like environment used in support of new entrant testing. New entrant testing is intended for those ~~customer~~CLECs that are not currently in production or that want to test new ordering or pre-ordering transactions for which they have not been through testing.

TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into ~~eustomer~~CLEC training.

~~ProvidersQwest~~—may conduct ~~eustomer~~CLEC workshops. ~~Customer~~CLEC workshops are organized and facilitated by the ~~provider~~Qwest and can serve any one of the following purposes:

- *Educate ~~eustomer~~CLECs on a particular process or business function*
- *Collect feedback from ~~eustomer~~CLECs on a particular process or business function*
- *Provide a forum for ~~providers~~Qwest or ~~eustomer~~CLECs to lobby for the implementation of a particular process or business function*

Dispute Resolution Process
FROM SEPTEMBER 20, 2001 REDESIGN SESSION

- CLECs and Qwest will work together in good faith to resolve any issue brought before the CMP [define Good Faith]. In the event that an impasse issue develops, is not resolved through the Escalation Process described in Section xx has been followed without resulting in a resolution, a party may pursue the dispute resolution processes set forth below: the dispute shall be resolved by either method set forth below. Item must be formally noticed as an e-mail sent to the Qwest CMP Dispute Resolution e-mail address [URL to be established] Subject line of the e-mail must include:
 - CLEC Company name
 - "Dispute Resolution"
 - Change Request (CR) number and status, if applicable
 - Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
 - Description of item
 - History of item
 - Reason for Escalation
 - Business need and impact
 - Desired CLEC resolution
 - CLEC contact information including Name, Title, Phone Number, and e-mail address
 - Qwest will acknowledge receipt of the complete Dispute Resolution e-mail within one (1) business day
 - Qwest or any CLEC may suggest that the issue be resolved through an Alternative Dispute Resolution (ADR) process, such as arbitration or mediation using the American Arbitration Association (AAA) or other rules. If the parties agree to use an ADR process and agree upon the process and rules to be used, including whether the results of the ADR process are binding, the dispute will be resolved through the agreed-upon ADR process.
- ☐ Qwest or any CLEC affected by the dispute, may request mediation by a third party. If mediation is requested, parties shall participate in good faith. Qwest and the CLECs affected by the dispute must agree to the terms of the mediation, including the payment of costs and fees. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs

affected by the dispute. If mediation is not successful in resolving the issue, Qwest or any CLEC may use the process set forth below.~~[action item for proposed language]~~

- Without the necessity for a prior ADR Process~~[contingent on first bullet]~~, Qwest or any CLEC may submit the issue, following the commission's established procedures, with the appropriate regulatory agency requesting resolution of the dispute. This provision is not intended to change the scope of any regulatory agency's authority with regard to Qwest or the CLECs.

However, Tthis process does not limit any party's right to seek remedies in a regulatory or legal arena at any time.

DEFINITION OF TERMS

<i>Term</i>	<i>Definition</i>
<i>CUSTOMER CLEC</i>	<i>Party originating a request (LSR)</i>
<i>INTERFACE</i>	<i>A mechanism to communicate between customerCLEC/provider or trading partners (e.g., paper, GUI, gateway)</i> <ul style="list-style-type: none"> • <i>A new interface is the providerQwest's introduction of paper, GUI, gateway, etc., to all customerCLECs for the first time.</i> • <i>A change to an interface may include:</i> <ul style="list-style-type: none"> • <i>Paper to GUI</i> • <i>Changes of EDI to CORBA</i>
<i>ISSUE</i>	<i>The specific OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000)</i>
<i>PROVIDER</i>	<i>Party receiving request (LSR)</i>
<i>RELEASE</i>	<i>Implementation of version (Type 3 change) using a particular interface. A release may include enhancements or customization (Type 1,2,4 or 5 change) to an LSOG version by a provider as well as customerCLEC/provider business requirements.</i>
<i>VERSION</i>	<i>The supported OBF LSOG Issue (e.g., Local Services Ordering Guidelines (LSOG) document, Issue 5, August 2000) (Type 3 change)</i>

GLOSSARY OF TERMS

<i>ANSI</i>	<i>American National Standards Institute</i>
<i>ATIS</i>	<i>Alliance for Telecommunications Industry Solutions</i>
<i>CMP</i>	<i>Change Management Process</i>
<i>ECIC</i>	<i>Electronic Communications Implementation Committee</i>
<i>EDI</i>	<i>Electronic Data Interchange</i>
<i>FCC</i>	<i>Federal Communications Commission</i>
<i>GUI</i>	<i>Graphical User Interface</i>
<i>ITU</i>	<i>International Telecommunications Union</i>
<i>LOI</i>	<i>Letter of Intent</i>
<i>LSR</i>	<i>Local Service Request</i>
<i>NRIC</i>	<i>Network Reliability and Interoperability Council</i>
<i>OBF</i>	<i>Ordering and Billing Forum</i>
<i>OIS</i>	<i>Outstanding Issue Solution</i>
<i>OSS</i>	<i>Operational Support Systems</i>
<i>POC</i>	<i>Point Of Contact</i>
<i>RN</i>	<i>Release Notification</i>
<i>TCIF</i>	<i>Telecommunications Industry Forum</i>

APPENDIX A: CHANGE REQUEST FORM AND CHECKLIST

I. Appendix A-1: Change Request Form

(1) Internal Reference # _____ (2) Date Change Request Submitted ____/____/____

- (3) ☐ **TYPE 1 (EMERGENCY)** (4) ☐ **TYPE 2 (REGULATORY)** (5) ☐ **TYPE 3 (INDUSTRY)**
☐ Severity 1 (stops production)
☐ Severity 2 (impacts production)
☐ Severity 3 (major w/work around)

(6) ☐ **TYPE 4 (PROVIDER)** (7) ☐ **TYPE 5 (CUSTOMER/CLEC)**

(4) Customer CLEC _____

(5) Originator _____ (6) Phone _____

(7) Originator's Email Address _____ (8) Fax _____

(9) Alternate Contact _____ (10) Alt Phone # _____

(11) Title of Change _____

(12) **Category** ☐ Add New Functionality ☐ Change Existing

(13) **Interfaces Impacted**

- ☐ Pre-Ordering
- ☐ Ordering
- ☐ Maintenance
- ☐ Manual
- ☐ Billing
- ☐ Business Rules
- ☐ Other

(14) Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.)

(15) Known dependencies

(16) List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

This Section to be completed by Provider ONLY.

(17) Change Request Log # _____ (18) Clarification ☐ Yes ☐ No

(19) Clarification Request Sent ____/____/____ (20) Clarification Response Due ____/____/____

(21) Status _____

(22) Change Request Review Date ____/____/____ (23) Target Implementation Date ____/____/____

(24) Last Modified By _____ (25) Date Modified ____/____/____

(26) Change Request Activity

(27) Rejected Change Request

- ☐ Cost/benefits
- ☐ Resource commitments
- ☐ Industry or regulatory direction
- ☐ Provider direction
- ☐ Other

(28) Cancellation Acknowledgment Customer/CLEC _____ Provider _____ Date ____/____/____

(29) Request Escalation ☐ Yes ☐ No

(30) Escalation Considerations

(31) Agreed Release Date ____/____/____

This section to be completed by Provider – Internal Validation of Defect Change Request.
(32) Defect Validation Results:

II. Appendix A-2: Change Request Form Checklist

All fields will be validated before Change Request is returned for clarification.

Field	Checklist	Description	Instructions	Action Required
1	Optional	Optional field for the initiator to use for internal tracking. The request may be generated prior to submission into the ProviderQwest's change control process.	No action	
2	Mandatory	Date Change Request sent to Provider.	Return to Sender	Date entry required
3	Mandatory	Indicate type of Change Request: CustomerCLEC or Provider initiated Industry Standard or Regulatory.	Return to Sender	Company designation required
4	Mandatory	Enter company name for the Change Request.	Return to Sender	Company name required
5	Mandatory	Enter originating company's Change Control Initiator's name.	Return to Sender	Initiator's name required
6	Mandatory	Enter originating company's Change Control Initiator's phone number.	Return to Sender	Initiator's phone number required
7	Mandatory	Enter originating company's Change Control Initiator's Email address.	Return to Sender	Initiator's Email address required
8	Mandatory	Enter originating company's Change Control Initiator's fax number.	Return to Sender	Initiator's fax number required
9	Mandatory	Enter originating company's alternate contact name.	Return to Sender	Alternate contact name required
10	Mandatory	Enter originating company's alternate contact phone number.	Return to Sender	Alternate contact number required
11	Mandatory	For the purpose of referencing the Change Request, assign a short, but descriptive name.	Return to Sender	Title required – maximum length 40 characters.
12	Mandatory	Identify request category for the Change Request.	Return to Sender	Category required
13	Mandatory	Identify originating company assessment of impact	Return to Sender	Entry required
14	Mandatory	Describe the proposed Change Request, indicating the purpose and benefit of request. If additional space is needed, use additional sheet.	Return to Sender	Description of Change Request required
15	Mandatory	Indicate any known dependencies relative to the Change Request. If none are known, enter "None known".	Return to Sender	Entry required
16	Mandatory	Indicate whether additional information accompanies/supports the proposed Change Request. If yes, list all documents attached or reference where they can be found, including internet address and standards reference, if applicable.	Return to Sender	Supporting documentation must accompany request

ATTACHMENT 12

MASTER RED-LINED CLEC-QWEST CMP RE-DESIGN FRAMEWORK
DRAFT – Revised 10-3-01, 9-20-01

Field	Checklist	Description	Instructions	Action Required
17	Mandatory Provider	A Change Request Log Number generated by the "Change Request Logging system" upon receipt of the Change Request. The number should be sent back to the initiator on the acknowledgment receipt. This # will be used to track the Change Request.	Return to Sender	Log number – system generated
18	Conditional Provider	Indicates whether clarification is needed on the Change Request.	Return to Sender	
19	Conditional Provider	Date clarification request sent to Initiator.		
20	Conditional Provider	Date clarification due back from Initiator.	Return to Sender	
21	Mandatory Provider	Indicate status of proposed Change Request (i.e., clarification, validation, pending, etc)		
22	Mandatory Provider	Assign date when Change Request will appear on agenda.	Return to Sender	
23	Mandatory Provider	A soft date for implementation. Updated based on Candidate Release Package info.		
24	Mandatory Provider	Field that communicates who last updated the request.		
25	Mandatory Provider	Field that communicates when the last update occurred.		
26	Mandatory Provider	Change Request results captured from the Change Review meeting.		
27	Conditional Provider	Cancelled Change Request reasoning.	Return to Sender	
28	Conditional Provider	Concurrence with Change Request originating company. Show date of concurrence.	Return to Sender	
29	Conditional Provider	Change Request Escalation indication.		
30	Conditional Provider	Detailed description of the escalation considerations.		
31	Mandatory Provider	Indicate agreed release date from Project Release Plan.		
32	Mandatory Provider	Results of Internal Defect Validation		

APPENDIX B: CHANGE REQUEST PRIORITIZATION FORM

Item #	Change Request #	Description of Change Request	Customer CLEC Rankings	Comments
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	
		Title: Description: Process: System: Primary Area: LSOG Version: Initiator/Date:	Overall = Cust #1 = Cust #2 = Cust #3 = Cust #4 = Cust #5 = Cust #6 =	

APPENDIX C: CMP PRIORITIZATION PROCESS EXAMPLE

Example: Change Request E2 is prioritized highest. Since E3 and E5 are tied, they will be re-ranked and prioritized according to the re-ranking.

<i>Pre-order</i>	<i>CustomerCLE C #1</i>	<i>CustomerCLE C #2</i>	<i>CustomerCLE C #3</i>	<i>TOTAL</i>	<i>Average</i>
<i>E1</i>	5	5	5	15	5
<i>E2</i>	1	2	1	4	1
<i>E3</i>	3	1	5	9	3
<i>E4</i>	5	3	4	12	4
<i>E5</i>	2	5	2	9	3
<i>E6</i>	4	4	3	11	4

TO: Qwest CMP Re-design Team

FROM: AT&T Redesign Members

Date: October 10, 2001

Re: Comments Concerning the October 2nd and 3rd CMP Re-design Meetings

This memo is a follow-up to the CMP Re-design meeting last week.

1. Qwest Documentation (Tech Pubs, PCAT and other Product Documentation)

a. Last week, we discussed an interim process for changes to Qwest documentation. We look forward to the commencement of this process, however, cannot recall whether Qwest stated during the meeting when the process would start. Would Qwest please provide by the next CMP Re-design meeting, the date on which this new process will commence (e.g., the documents will be red-lined, the historical change log will be included and Qwest will use the CR process when the change is CLEC-impacting).

b. An important part of the discussion on this topic, which has not yet been resolved, is the process Qwest intends to follow for documents previously modified as a result of the 271 workshops, but not distributed and noticed to all parties in a way that allowed for a meaningful review (changes were not identified, agreements from 271 workshops were not identified, etc.). We understand that Qwest will provide a response to this concern by the next CMP Re-design meeting, if not sooner.

2. Scope of CMP

We note that the Hearing Examiner for the Colorado Public Utilities Commission issued the report on the Colorado Performance Assurance Plan (CPAP) on September 26, 2001. While this report is still subject to comment, we observed that there are two references in the report that relate to CMP:

a. Paragraph 14.3 of the CPAP (Issue 7 in the report) indicates that the change management process, once re-designed and in place, will

be followed to obtain approval when Qwest wishes to make any CLEC-affecting changes to the Performance Measurement and Reporting System.

b. Paragraph 18.8 of the CPAP deals with CLEC or Qwest seeking to modify a Performance Indicator Definition (PID) outside of the six-month review process called for in the CPAP. This provision states that the Independent Monitor and the Commission are more likely to approve a change to a PID "if it has been approved by another forum such as the ROC or CMP (if PIDs are ultimately included within the scope of CMP)."

It seems that the CMP Re-design group should discuss these aspects of the Colorado Commission's order and come to an agreement on how to address the changes identified in paragraph a. above. With regard to paragraph b., a discussion about whether to include changes to PIDs in the CMP would be appropriate as well.

3. Voting

At the last meeting, a couple of items came to a vote. Tom Dixon of WorldCom raised the question of whether we were following the draft Procedures for Voting and the Impasse Resolution Process that were established for CMP Re-design. It appeared that we did not strictly follow the process outlined in that document. For example, the document states:

Participants at a working session will determine if there are any issues requiring a vote at the next working session. If there is an issue requiring a vote, the agenda for the next working session will reflect the item. In addition, the agenda will be distributed to the CLECs and posted on the CICMP Re-design web site a week in advance of the session.

This contemplates that if a matter comes up that requires a vote, the parties schedule it for the next re-design meeting. There was discussion at the last meeting that the parties could just agree to vote at the meeting where the matter came up. This is not contemplated by the process agreed to by the group. While AT&T does not object to the notion that a matter can be brought to a vote at the meeting where the matter is first discussed, as long as no party objects, the process document should reflect this. It currently does not. There are other items that affect voting that were not really implicated by the discussions last week, but

are not contained in the process document either. If you refer to the minutes from the August 7 – 8, 2001 meeting, you will note that Attachment 5 contains a couple of conditions that relate to voting: (i) Core Team Membership will be revoked if 3 consecutive working sessions are missed and (ii) Core Team members will not be allowed to vote on any issue in which they did not participate. If the group no longer wishes to apply these conditions, that should be discussed. If these conditions remain appropriate, it would be appropriate to include them in the voting process document so that they can readily be referenced by the group.

AT&T Redesign Team

DRAFT MEETING MINUTES-ESCHELON COMMENTS REC'D 10-29-01

**CLEC-Qwest Change Management Process Re-design
Tuesday, October 2 and Wednesday, October 3, 2001 Working Session**

200 South 5th Street, 1st Floor, Multi-purpose Room, Minneapolis, MN
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, pass code 7101617#

NOTE: These are DRAFT meeting minutes Qwest developed following the two day working session. These are the comments, without attachments, from Eschelon in response to the Draft minutes.

INTRODUCTION

The Core Team (Team) and other participants met October 2 and 3 to continue with the Re-design effort of the Change Management Process. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follows-

ATTACHMENTS

- Attachment 1: CMP Redesign Oct 2-3 Attendance Record
- Attachment 2: October 2 & 3 CMP Re-Design Meeting Notice and Agenda - Revised 09-28-01
- Attachment 3: Schedule of CMP Re-design Working Sessions-Revised 10-03-01
- Attachment 4: CMP Re-design Issues and Actions Log - Revised 10-5-01
- Attachment 5: Written Summary Regarding Qwest's Proposed Process for Qwest Changes to Product, Process, and Technical Documentation - 09-25-01
- Attachment 6: Web Release & Notice Schedule 10-02-01
- Attachment 7: INTERIM QWEST PRODUCT-PROCESS CMP - Revised 10-3-01
- Attachment 8: Qwest Documentation Assessment Matrix - 10-03-01
- Attachment 9: Interim_EXCEPTION_Process - Revised 10-3-01
- Attachment 10: Interim CMP CLEC Originated CR Work Flow Product Process-Revised 10-3-01
- Attachment 11: CLEC Redesign votes - 10-3-01
- Attachment 12: Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-03-01
- Attachment 13: ATT Comments CMP Re-design 10-10-01

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Judy Lee reviewed the two day agenda and asked if there were any revisions from the attendees. It was agreed that there were several team members that had not made travel arrangements for the Re-design meeting in Minneapolis on October 30, 31, and Nov 1. Karen Clauson-Eschelon requested that a vote be taken to determine whether the Re-design meeting location be changed from Minneapolis to Denver for Oct 30,31, and Nov 1. A vote was taken and it was a tie vote of 4 to 4 to change the location. Sandy Evans-Sprint asked if there were other options that could be explored for managing the meeting at remote locations since it was difficult to hear what was said on the conference bridge. There was discussion regarding the use of video conferencing, but Judy Schultz-Qwest stated that the Qwest videoconferencing facilities were small and wouldn't be able to accommodate a group the size of the Re-design team. The team agreed to review the meeting schedule and location at the end of the Re-design session on Oct 3rd. Discussion then moved to the Re-design Meeting Minutes for Sept. 5-6 and Sept 18 and 20. It was agreed to by the team

that CLEC revisions to both sets of minutes would be provided to Jim Maher-Qwest by close of business on Wednesday Oct 10th. Maher-Qwest agreed to have Final Meeting minutes posted to the CMP Re-design website by close of business on Friday October 12th. Karen Clauson-Eschelon asked how the agenda that was on the Working Sessions schedule was developed, and when the team had discussed that. Clauson-Eschelon stated that the working sessions that had been scheduled were reflected on the Working Sessions schedule through the end of the year carried specific agenda items that had not been agreed to by the team. Judy Lee stated that the Working Session schedule was a roadmap for addressing the items associated with CMP, and that the team should determine when the agenda items were addressed. Sandy Evans-Sprint stated that she was confused with some of the discussions and pointed out that the agenda seemed to get changed at every meeting and that she was unclear who drove those changes. Karen Clauson-Eschelon stated that the team had agreed to address systems CMP first, and then address product/process CMP after the first of the year. Judy Lee stated that the team does need to discuss the timeframes that will be used to address product/process issues. Lee stated that a placeholder should be created that addresses elements of product/process CMP discussion at the Nov 1st Re-design meeting for discussion at future meetings. The team agreed with this approach to discuss the placeholder issue on Nov 1st.

Andy Crain-Qwest then began to review the status report Qwest would file with the Colorado Commission on October 10th. Crain stated that filing would include the Master Redline document as it is following this session, the Re-design Session schedule, Re-design Meeting Minutes, Proposed SGAT CMP language and other items that had been discussed in the Re-design session, and Re-design efforts completed to date. Crain stated that he was open to any comments from the CLECs and agreed to distribute the filing to the Re-design team. It was determined by the team that CLEC comments would be provided to Crain by close of business Friday Oct 5th, and that Crain would distribute the revised status report with the CLEC comments to the team by the end of day Monday Oct 8th. Crain also stated that CLECs could make comments through Tuesday Oct 9th, with the filing to the Colorado Commission on Oct 10th. Bill Littler-Integra asked how Qwest was going to delineate items that had been discussed in the Re-design session from those that had not. Crain explained that Qwest would indicate what language had been discussed in the Master Redline versus the language that had not been discussed. Crain explained that the Master Redline carries footnotes that identify what language has been reviewed, and what language has not been reviewed. Littler stated that the status report did not clearly indicate that CMP Re-design efforts were addressing only systems. Lynne Powers-Eschelon stated that the Re-design team had agreed to address all items associated with systems, and that the team would then address product/process once that work was completed. Judy Schultz-Qwest stated that the CLECs had submitted a request (See Attachment 5, Written Summary) requesting that the Re-design team immediately address certain product/process issues and that time at this Re-design session had been set aside to develop interim product/process procedures for those issues in response to that written request.

Judy Schultz-Qwest then began to review Qwest procedures pertaining to retail parity and corporate compliance. Schultz stated that Qwest does have a checklist in place that is used by employees to ensure compliance to Qwest procedures. Andy Crain-Qwest stated that all Qwest employees receive annual training on Qwest compliance requirements. Lynne Powers-Eschelon asked if there were disciplinary measures taken when Qwest employees were found violating parity requirements. Crain stated that there are disciplinary measures that Qwest follows when an employee violates compliance requirements. Terry Wicks-Allegiance asked if the parity processes would be documented. Judy Schultz-Qwest stated that she would provide information documentation that could be shared at the next Re-design session on Oct 16th. Megan Doberneck-Covad stated the documentation should include the Qwest Employee Code of Conduct issue Covad raised at a 271 workshop. Powers asked if Qwest was comfortable that parity issues be included in scope of CMP. Schultz responded that parity could be addressed in the scope discussion that was scheduled for later in the day. Mitch Menezes-ATT asked how retail processes were reviewed to determine parity implications. Schultz stated that the retail side of Qwest does the determination of whether there is a CLEC impact from a retail product or

process that is being developed, and that Qwest retail then notifies Qwest wholesale of the change. Doberneck asked if it was the Qwest process of going through a checklist that determined whether a Qwest change was CLEC impacting or not. Schultz stated that she would determine what checklists were in place and how they were used. Sharon Van Meter-ATT asked if there is a retail notification process that is non-proprietary. Van Meter stated that if there are such notices, Qwest should consider sending those out to the CLECs since there was a perception that Qwest was not identifying all retail process changes that affected the CLECs. Lynne Powers—Eschelon stated that there was a lot of information that Qwest was already sending and that the volume of information might become unmanageable. Clauson asked if it was Qwest's understanding that parity was within the scope of CMP. Powers stated that her understanding was that Qwest would identify in a notification when a particular notification addressed parity issues. Judy Lee stated that in the previous discussion she had heard two things that needed to be determined; 1. Doberneck's question regarding the Qwest checklist and how it was used by Qwest to determine parity implications, and 2. that Judy Schultz had committed to providing the documentation that would identify all disclosable material that described Qwest's process of managing retail parity and associated issues. Lynne Powers-Eschelon stated that there were four items that should be identified including any employee training materials that were used within Qwest, the checklist used by Qwest for determining retail parity implications, the criteria for the checklist, and an example of retail notices. Van Meter-ATT stated that seeing an example of a retail notice would help ATT determine whether there other notices that they would want to receive.

The team then began a review of the Master Redline document. Judy Schultz-Qwest reviewed the proposed Qwest Introduction and Scope language. Karen Clauson-Eschelon stated that the footnote language still included the wording "...that are provided to CLECs.", and that the team had stated in the previous session that there would be OSS Interfaces and Product/Process capabilities that the CLECs would request that were not currently being provided to the CLECs. Tom Dixon-WorldCom stated that the Colorado Commission had issued an order that included monitoring of special services relative to interconnection, and the term "for local services" was too limiting. Andy Crain-Qwest stated that the team needed to close the scope of CMP because CMP was not the right forum to address access issues that affected the IXCs and other carriers. Dixon again pointed out that some special access could be included in scope given the Colorado Commission order. Becky Quintana-PUC concurred with Dixon. Lynn Powers-Eschelon asked how the scope language could incorporate Dixon's comments regarding special access. Andy Crain-Qwest stated that CMP scope should be worded such that special access available to IXCs that was covered by the ASOG would not be considered as part of CMP scope. Schultz then asked if adding language "for local services" would resolve the previous discussion. Liz Balvin-WorldCom stated that it had been recommended earlier that the language "provided to CLECs" be removed. Andy Crain-Qwest then asked if crafting language such as "-for local services provided by CLECs" would clarify the scope. The team then began to review the footnote and agreed upon the following language; **"Throughout this document, OSS Interfaces are defined as existing or new gateways (including application-to-application interfaces and Graphical User Interfaces), connectivity and system functions that support or affect the pre-order, order, provisioning, maintenance and repair, and billing capabilities for local services provided by CLECs to their end users"**.

The team then moved back to the scope and introduction language. Karen Clauson-Eschelon stated that the proposed scope language did not address production defects, which the Team previously agreed was were to be addressed at a later session. Tom Dixon-WorldCom stated that, when the Re-design work was completed, the team would need to readdress scope to determine if the language supported all aspects of CMP that had been developed by the team. Clauson stated that she agreed, but that the team had to come to a fundamental understanding of scope in order to move forward with the Re-design effort on this issue. Clauson stated that, even though the exact language did not need to be crafted, an understanding and agreement on the content of scope was needed to identify if there were any impasse issues at this time. Clauson again asked if "production support" would be included as a type of change. Jeff Thompson-Qwest stated that production support would be addressed, but that it was not feasible to treat production

support as a type of change given the need to resolve production support problems as quickly as possible [please check with Jeff. I thought he said that, while production support would be part of the scope, the type of change would need to be addressed later]. Clauson stated that her concern was that production support needed to be identified as a category within scope. Dana Filip-Qwest asked if there could be a placeholder established for production support. Clauson asked if the placeholder implied that production support was within the scope of CMP. Sandy Evan-Sprint stated that production support definitely needed to be included within CMP. Dixon stated that the scope language included several terms that had not been defined within the document. He stated that words that needed definition be identified and that the definitions needed to be developed by the team to ensure a common understanding and agreement on CMP. Liz Balvin-WorldCom asked if the team all agreed that the wording the team was working on for scope included product and process since redesign had not addressed those items specifically. Clauson stated that scope should include product and process and that the team could come back as had been recommended earlier and readdress scope once the Re-design effort was completed. The team then continued the work on CMP scope and introduction, and incorporated the preliminary language into the Master Redline document.

The team then addressed the Written Summary (See Attachment 5) that was submitted by several CLECs. Terry Wicks-Allegiance provided a brief overview of the intent of the document. Wicks stated that the CLECs thought they had an understanding of how Qwest was communicating changes in PCATs and technical documentation, but that there are process changes being implemented by Qwest that were not understood by the CLECs. The CLECs also had significant concerns that Qwest was implementing major changes that had not been addressed in Re-design or that were being implemented without little or no advance notification to the CLECs. Becky Quintana-PUC asked Wicks if Qwest changes were discussed in advance with the CLECs. Wicks responded that Qwest had made some presentations but that these were understood as Qwest proposals and not as processes that would be implemented immediately. Karen Clauson-Eschelon stated that there had been presentations on some issues, but some of the CLECs expressed concerns on the Qwest process for changes. -Qwest has implemented changes, even when CLECs filed comments, without seeming to take the CLEC comments into account. which were still implemented. Judy Schultz-Qwest stated that it was not Qwest's intention to stop work efforts, and that Qwest was trying to implement processes that would improve the management of document changes to PCATs and Tech Pubs. Lynne Powers-Eschelon stated that Qwest had given the CLECs had no idea of the magnitude of the work number or type of changes that are was on the immediate horizon, and what the impacts of those changes werewill be -to the CLECs. Powers asked how many PCATs and Tech Pubs would be changed, and how the CLECs would assess the -size of the issues associated with document changes. Susie Bliss-Qwest stated that there were approximately 30 PCATs that would be affected in the short term. Powers asked if Qwest had a list of the documentation changes that would be submitted. Bliss responded that Jarby Blackmun-Qwest maintains a schedule list for document changes. Powers stated that the Blackmun list had more than 30 items. Bliss stated the Blackmun list covered more than just PCATs, and included other documents such as the Tech Pubs. Powers asked if the Blackmun list could be provided to all CLECs so that they could determine the amount of changes that would affect them. Discussion then took place regarding how changes would be reflected in the documentation and how those changes would be presented to the CLECs. Judy Schultz-Qwest stated that when the document is brand new, such as a change from an IRRG to a PCAT, the entire document would have to be redlined since it was a total format change. Karen Clauson-Eschelon stated that the changes needed to be identified or highlighted because of internal training the CLECs need to be able to identify and understand the changes to train their employees would need to do when processes changed. Powers agreed and stated that they needed to see what had changed in order to determine how it affected their business. Dana Filip-Qwest stated that Qwest would assess the size of the changes and estimate the impacts to the CLECs of the document changes that were pending in the near future. Terry Wicks-Allegiance asked if Qwest had a proposal for managing an interim process for document changes. Judy Schultz-Qwest stated that Qwest would propose changes at the CMP Monthly meeting, and would implement a CLEC comment cycle. After the comment cycle, Qwest

would distribute a final draft and implementation plan. Megan Doberneck-Covad asked what the comment process meant. She asked if Qwest intended to incorporate all comments into the final draft. Clauson asked why the process would be a notification at the monthly meeting, and not a CR. Sharon Van Meter-ATT asked if the process Schultz was describing was to be finalized in Re-design so that everyone had a clear understanding of the interim process and the details. Schultz answered that Qwest wanted to develop the interim process in the Re-design team. Liz Balvin-WorldCom stated that she agreed with Clauson that Qwest should manage changes to documentation as CRs, and not as a notification at the CMP Monthly meeting. Filip stated that she had concerns that bringing in all document changes as CRs would substantially slow down the progress of the work that needed to be completed. Filip stated that a more flexible process needed to be developed by the team since there was such a large volume of work pending. Powers stated that the CLEC did not have any information on the size and impact of the work that was pending, and that it was impossible to commit to processes without having an understanding of the volumes and potential impacts to the CLECs. Clauson pointed out that the CLECs were aware that Qwest had a large backlog of work, but an organized process to deal with the backlog needed to be developed since the CLECs were speculating on the impacts and the processes to address them. Filip committed that the Qwest team would pull together the necessary information to assess the document activities scheduled for October 15th. Becky Quintana-PUC stated that the Commission would want to be aware of any new processes that were being developed, since the Commission understood that Qwest would use CMP processes for changes. Andy Crain-Qwest stated that Qwest wrote stipulations for submitting documentation to the CLECs, but there were no stipulations that document changes would be managed through the CMP CR process. Crain further stated that the documentation changes being discussed could include changes that affect product and processes and changes that had no effect on processes or products. Quintana stated that a notification process would not work for substantive issues, and in those cases, the CR process should be used. Balvin pointed out that comments WorldCom made regarding line splitting had never been responded to. Powers stated that Qwest needed to help the CLECs by providing a list of the past and pending documentation changes, and by identifying any substantive issues associated with those changes. Powers further stated that the CLECs did not want to slow down Qwest's work, but that the CLECs needed to understand the scope and impacts of the changes. Doberneck stated that bringing changes to documents such as the tech pubs through the CMP process would result in developing a final document incorporating all CLEC comments, a process which should benefit Qwest and the CLECs. Dixon reviewed several items that needed clarification or development including; CLECs knowing in advance of notification activity what notifications were planned, how the volumes would change with the 45 day stipulation, CLECs reviewing what will be issued before notifications are sent, having CLECs help set comment periods, and increasing CLEC involvement to improve the process. Donna Osborne-Miller agreed with Dixon's comments and stated that CMP is the forum that should be used to develop clearly defined processes. Mitch Menezes-ATT stated that much of the discussion had revolved around document changes going forward, but that Qwest had made a commitment to highlight changes on past documentation. Schultz responded that Qwest would determine how past documentation would be addressed and that the team agree on a process moving forward. Filip reiterated that the team should focus immediate efforts on developing the interim process that could be used going forward so that the volume of pending work could be most effectively managed. Bliss then reviewed the Web Release and Notice Schedule (See Attachment 6). Dixon stated the information was helpful, but that additions should be made to assist the CLECs in assessing impacts of the document changes. Mitch Menezes-ATT stated that there should be a column added that provided the reason or source for the change. Clauson stated that the Schedule could be used as a tool, however there needed to be additional information that identified the potential impact of the change to the CLECs. Clauson ~~recommended~~ asked whether CLECs wanted two processes; one for identifying documentation that did not impact CLECs, and the other for documentation that did impact CLECs. Clauson stated that document changes that affected the CLECs should become a CR and be brought to the monthly meeting. Terry Wicks-Allegiance stated there had been cases when a notification affected CLEC operating procedures, and that those notifications and document changes needed to be presented as CRs. Clauson stated that the Schedule did not give an indication of what were

just changes to documentation, and what were substantive changes that could affect the CLECs. Bill Littler-Integra stated that the Schedule did not indicate the number of pages or paragraphs changed in each document, and that this information was important to assess the potential impact of the change. Filip asked the team if criteria for CLEC affecting had been developed, and stated that Qwest might not know when a document change or notification was CLEC affecting without knowing that criteria. Lynne Powers-Eschelon stated that any change, which affects the way a CLEC does business, was a CLEC affecting change. Clauson stated that the CLECs ~~did~~ may not need Qwest to issue CRs for document changes that were cosmetic. Dixon stated that Qwest had an operative model for document revisions in the way Qwest manages tariff changes. Clauson commented that, although the Schedule ~~might~~ should include the number of pages for a document, that the real requirement was understanding what was being changed and the number of pages being changed. Menezes asked how far in advance Qwest would know what the document change schedule was, and asked if the document changes being discussed included all documentation sent to the CLECs. —Filip stated that Qwest has a comprehensive list of document changes scheduled 45 days in advance of the change, and that Qwest was trying to funnel all external communications through a single process. Filip stated the priority was to develop a process that could be implemented quickly that met the needs of the CLECs and Qwest. Powers asked if Qwest would stop all notifications until the process had been developed because the CLECs had not been able to assess the impacts to the CLECs for notifications that had already been sent out. Andy Crain-Qwest stated that Qwest would review the notifications and document changes that were going to be sent through October and bring that information back to the team on Oct 3rd. Clauson asked if Qwest was planning to stop all notifications. Bill Littler-Integra stated that there had been no answer to the questions in the Summary (see Attachment 5) regarding stopping notices until a process was developed and agreed to. Crain stated the team should address stopping notifications at the Oct 3rd meeting, and that Qwest would bring an interim process back to the team on October 3rd.

The following day, the Redesign meeting began with a review of two handouts Qwest developed the previous evening. One handout contained recommended language for an interim process Qwest would put in place for product/process notifications (See Attachment 7), and the other was an assessment of the notifications that were being provided by Qwest to the CLECs during the first half of October (See Attachment 8). Judy Schultz-Qwest reviewed the notification matrix and described the information that had been developed by Qwest regarding notifications that were being sent to the CLECs. Schultz reviewed the columns with the team and stated that the information covering over 30 notifications that were being sent between Oct 1 and Oct 15. Susie Bliss-Qwest stated that Qwest had assessed the notifications to determine how many would be considered CLEC affecting based on Qwest criteria, but that Qwest would like to develop criteria with the CLECs to better identify CLEC affecting changes. Dana Filip-Qwest explained that Qwest had looked carefully at all notifications and that it had been determined almost all the notifications were not CLEC affecting. Filip continued by stating that there were two notifications with substantive changes. Bill Littler-Integra asked if the analysis included the notifications that were sent out Oct 3rd. Bliss stated those notifications were included. Andy Crain-Qwest then reviewed that "Interim Product/Process" language that had been provided to the team by Qwest. Crain explained that there were two categories of notifications; one being those that changed CLEC operating procedures, and the other being those that did not change CLEC operating procedures. For those changes that did change CLEC operating procedures, Qwest would initiate a CR and that CR and the document changes would be presented to the CLECs at the CMP monthly meetings. For those notifications that did not change CLEC operating procedures, CLECs would receive the notification with the document changes and a summary of the changes. Mitch Menezes-ATT asked what would happen if Qwest's assessment of CLEC affecting was wrong. Becky Quintana-PUC asked if the team could receive a written summary of the criteria Qwest used to determine what was CLEC affecting. Filip stated that Qwest might have difficulty identifying all the criteria, and asked if the team could help Qwest in identifying what should be considered when making an assessment of what was CLEC affecting, and what was not. Quintana stated that a definition would be helpful to all parties involved. Filip stated that Qwest still needed to review what processes could be implemented for historical documentation. Filip

explained that in some cases Qwest may not have access to the historical documentation to identify exactly what changes had been made, and that Qwest would work to provide a summary whenever possible of the changes that were made. Menezes stated that there had been discussion of both highlighting and redlining, and that the two were not the same. Filip stated that Qwest wanted to implement the solution the team wanted, and asked for input. Liz Balvin-WorldCom stated they would prefer receiving a summary page with the changes highlighted. Menezes pointed out that redlining was more effective because the change that had been made would be in red, with the removed language struck through for reference. Sandy Evans-Sprint stated that the summary page with the changes would be needed in either case. The team determined that redlining was the first preference. Discussion then turned to the fact that, in some cases, Qwest may not have the adequate historical documentation for redlining. Filip stated that Qwest would look at the historical documentation and make an analysis of what was required to document and redline the changes. Menezes asked when the team would know what Qwest planned for historical documentation. Judy Schultz-Qwest stated that Qwest would present a plan at the Oct 16th Re-design session. The team then reviewed the rest of the proposal and made modifications to the language that are reflected in the attachment. Those changes included adding language for the Exception process (See Attachment 9), identifying the document change processes, and referring to the CMP Master Redline (See Attachment 12) for Escalation procedures. The team then reviewed the notification list (Attachment 8) and asked if a sample of the notifications could be reviewed in the afternoon to create a better understanding of how Qwest had assessed CLEC impacting. Susie Bliss-Qwest stated that Qwest had arranged for a conference call on Friday to develop definitions for CLEC affecting and provided the call-in numbers to the CLEC team members that would participate in the call to identify criteria that affects CLEC operating procedures. The team then began a review of the Interim Exception Process (See Attachment 9). The team agreed to modify the process to include a notification of two business days prior to an Exception meeting. The Exception process is to be used by Qwest or CLECs when normal CMP processes could not be followed.

Qwest then made presentations on several notifications that were to be mailed in October. Cindy Buckmaster-Qwest reviewed the notification regarding intervals for Quick Loop and LNP. This notification had been rated as affecting the CLECs, and Buckmaster explained that the notification was to explain that Qwest was changing the intervals to be consistent since the interval for Quick Loop was 3 days, and the interval for LNP was 4 days. Buckmaster explained that the reason Qwest had rated it as a high for CLEC affecting was because a new interval of 3 days had been established for both services, and that the CLECs would need to train their personnel on the changes. Cliff Dinwiddie-Qwest then reviewed a notification regarding Line Sharing that had been determined by Qwest as not affecting CLEC operating procedures. Dinwiddie explained that Qwest was implementing an additional testing process that would be transparent to the CLECs and that would help ensure that the facilities were provisioned correctly. Becky Quintana-PUC stated that although Qwest may not think the additional testing was CLEC affecting, it may reduce the amount of testing the CLEC needed to perform. Andy Crain-Qwest stated that this was a change that the CLECs could still comment on, but that the testing was an improvement that the CLECs would want. Mana Jennings Fader-PUC asked Dinwiddie if the changes he was discussing would result in a rate change. Dinwiddie stated there would be no rate change. Freddi Pennington-Qwest then reviewed two additional notifications regarding Non-loaded Two Wire Loops and Analog Loops. Pennington explained that all changes were to correct typographical errors, and that there were no impacts to the CLECs with these changes. The team had no further questions on the examples provided.

Discussion then turned to the Escalation Process. Judy Schultz-Qwest presented a proposal for the intervals for Escalations. Schultz stated that Qwest could commit to a 7 day turnaround time for Escalations related to CRs since Qwest had the information on the CR and would have reviewed the CR response with Qwest executives. Schultz stated that Qwest would need 14 days for turnaround of an escalation not related to a CR. The team agreed to the modifications and updated the language in the Master Redline (See Attachment 12). It was also determined that

there needed to be a definition of good faith. Tom Dixon-WorldCom and Andy Crain-Qwest agreed to provide the language at the next CMP Redesign meeting.

Judy Schultz-Qwest then began to review the Work Flow for CLEC Initiated Product/Process CRs (See Attachment 10). There was discussion regarding how clarification calls should be handled. Discussion followed that the clarification call should only be held with the CR originator, and that there should be no discussion of solutions in that meeting. Clarification should be narrowly defined, so that such calls do not involve issues that should be discussed when other CLECs have been given an opportunity to participate. Lynne Powers-Eschelon stated that there were 12 CRs that had been recently issued, and Eschelon did not have the time to be on all clarification calls. Sharon Van Meter-ATT stated that the clarification calls should be open to all CLECs that wanted to participate to ensure that all CLECs had an opportunity to provide input into the CR if it impacted them. The group decided to take a vote on the decision to hold clarification calls with only the originating CLEC, or with all interested CLECs. It was determined by a vote of 4-2 that the clarification call would be held with only the originating CLEC. The team agreed to timelines and definitions that were updated in the document. Becky Quintana-PUC asked why the process that was being discussed was being considered "interim". Quintana asked why the processes being developed by the team were not considered as agreed to processes that could be reviewed later if necessary. Lynne Powers-Eschelon stated that Eschelon preferred keeping the processes as interim until they were addressed at a later date. *Quintana stated that this approach appeared to be a duplication of work and that the processes discussed could be changed if it was determined that they did not work.* Judy Schultz-Qwest stated Qwest supported adopting the process as permanent and that CMP, in general, would be subject to continuous improvements. Bill Littler-Integra stated that the intent was not to discard the work that had been done, and that the team could try out the processes that were developed and if they did not work then modify or fix them. Tom Dixon-WorldCom stated that this might be a matter of semantics, and that the reason the term interim was used was due to the fact that these processes were being implemented while the team was developing the Master redline document. It was then determined that the CLECs needed to caucus and vote on whether the language the team had agreed to for CLEC Originated Product/Process CRs should be incorporated into the Master Redline document. Tom Dixon-WorldCom stated concerns that the voting procedures did not follow earlier agreed to language on Voting and Impasse Issues, but the team determined that the language could be addressed and updated at a later Re-design session. Liz Balvin-WorldCom stated that interim processes could be implemented as soon as possible, and that interim should be defined to make that clear. The CLECs caucused and the results of the voting and procedures for ongoing Re-design sessions were determined (See Attachment 11). The team then reviewed the Issues/Actions log which was updated following this Re-design session (See Attachment 4).

Issues/Action Items:

OPEN	CLOSED
#104: Parity in Retail changes	#38: Notifications
#105: Parity Compliance	#60: CLEC Questionnaire
#106: Definition of Terms	#63: CMP Re-design
#107: CMP Roles and Responsibilities	#66 and 67: 271Workshop SGAT
#108 and 109: PCAT-Tech Pub Notification	#72: CR Process
#110: CLEC Operating Procedures	#73: Account Management
#111 and 112: Documentation	#74: Cancelled—duplicative of #72
#114: CLEC Impacting Check Sheet	#80 and 81: Escalation
#115: SGAT Language	#83-86: Dispute Resolution
#116: New Product Offering	#87: Re-design Impasse Resolution
#118: Criteria for Denied CR	#96: Introduction and Scope
#119: Video Conferencing	#97: Types of Changes
#120, 121, 124: Qwest's Status Report Filing	#101: Schedule of Working Sessions
#123, 125: Interim Process	#113: Interim Exception Process
	#117: CMP Re-design Location
	#122: Source of Change

FINAL MEETING MINUTES

CLEC-Qwest Change Management Process Re-design Tuesday, October 16 Working Session

1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304, pass code 7101617#

NOTE: These FINAL meeting minutes were circulated to the CMP Re-design Core Team Members in attendance for their review and comments. No comments were received as of November 30, 2001.

INTRODUCTION

The Core Team (Team) and other participants met October 16 to continue with the Re-design effort of the *Change Management Process*. Following is the write-up of the discussions, action items, and decisions made in the working session. The attachments to these meeting minutes are as follow-

ATTACHMENTS

- Attachment 1: CMP Redesign Oct 16 Attendance Record
- Attachment 2: October 16 CMP Re-Design Meeting Notice and Agenda
- Attachment 3: Schedule of CMP Re-design Working Sessions-Revised 10-03-01
- Attachment 4: CMP Re-design Issues and Actions Log - Revised 10-16-01
- Attachment 5: Qwest Proposed CLEC Product and Process CR Initiation Process - Revised 10-16-01
- Attachment 6: Qwest Proposed Changes to Existing OSS Interfaces Language - Revised 10-16-01
- Attachment 7: Master Redlined CLEC-Qwest CMP Re-design Framework-Revised 10-16-01
- Attachment 8: ATT October 10, 2001 Memo

MEETING MINUTES

The meeting began with introductions of the meeting attendees. Becky Quintana-PUC stated that the Colorado Commission had issued an order for comments on the filing Qwest had made October 10, 2001 regarding the status of CMP. Quintana stated that comments from interested parties were due back to the Commission by October 23rd. Quintana agreed to distribute a copy of the Commission order on October 17th. Judy Lee then reviewed the one day agenda and stated that ATT had submitted comments on the Oct 2nd and 3rd meeting that Jim Maher had distributed to the team on October 15th. Lee asked, and the team agreed, to add to the agenda a review of the ATT comments.

Judy Lee then began a review of Qwest proposed language for CLEC Product and Process Change Request Initiation (See Attachment 5). Judy Schultz-Qwest explained that Qwest had developed the language based on a request that the table formatted work flow discussed in the Oct 2nd session be converted to a redline narrative format. Schultz explained that the timeframes were not changed, and that there were no modifications to the language other than the conversion into the Master Redline format. Sandy Evans-Sprint asked if the language that was developed could be modified to indicate subtasks in a bullet format. The team agreed, and Matt Rossi made the modifications. Tom Dixon-WorldCom asked for a clarification on what was meant by a "complete" CR, and he asked if the timelines were suspended until the CR was determined to be "complete". Megan Doberneck-Covad asked that the language be modified to indicate that the timelines began when Qwest received a "complete" CR. Discussion followed regarding language in paragraph 1, and paragraph 1 was revised based on team agreement. Questions were raised in the discussion regarding whether there was always a need for a clarification call

for every CR. Mark Routh-Qwest stated that Qwest planned to have a clarification call on every CR to make certain there was no misunderstanding about the intent of the CR. Terry Wicks-Allegiance stated that he was in support of a clarification call for each CR. Donna Osborne-Miller-ATT agreed that ATT wanted a clarification call on every CR ATT submitted. Becky Quintana-PUC asked if there would ever be a situation when a CLEC would want a clarification call, and Qwest would not. Schultz stated there would never be a situation where a CLEC would request a call and Qwest would not want to have it. Sharon Van Meter-ATT stated that ATT planned to put dates and times on the CR when they issued it that would identify some potential blocks of time when the clarification call could be held with ATT and Qwest. Van Meter stated that the calls usually involved ATT Subject Matter Experts and that ATT wanted to identify in advance when the clarification calls might take place. Van Meter asked if a clarification call was required before a CR was considered as "complete". Schultz stated that a clarification call was not necessary for a CR to be determined as "complete". Van Meter continued saying that in some cases Qwest had begun developing CR responses prior to the clarification call and that the responses then needed to be reworked once the clarification call had been held. It was agreed that Qwest would have internal mechanisms in place to determine how to proceed with the CR, but that the clarification call would not include any Qwest response or proposal discussion. Mitch Menezes-ATT asked if the CR-PM was identified to the CLEC. Schultz stated that on the report generated for that CR the CRPM information was included, and that by business day 4 after receipt of the CR, Qwest would provide an acknowledgment with the CR details. Discussion then moved to some of the other timeframes associated with processing the CR. Terry Wicks-Allegiance stated that the CLECs needed a timeframe for receipt of the meeting minutes from the clarification call. Schultz stated that Qwest could commit to a 5 business day turnaround after the clarification call. Van Meter stated that the CLECs needed the clarification call meeting minutes before the CMP Monthly Meeting. Van Meter stated that the minutes would provide the CR originator and the CMP Monthly Meeting attendees with the details to know that Qwest had adequately identified the requirements of the CR. Terry Wicks-Allegiance stated that the minutes were important to avoid misunderstanding on the CLEC requirements for that particular CR. Menezes asked how important the clarification minutes were to the other CLECs. Larry Gindlesberger-Covad stated that the minutes were important, and that a cutoff time for CR submission should be established to ensure receipt of minutes before the CMP Monthly Meeting. The team agreed to language that stipulated that a CR needed to be received three weeks prior to the CMP Monthly Meeting if clarification call meeting minutes were to be included in the CMP Monthly Meeting distribution package. Language was also reviewed and agreed to that addressed how CRs could be managed as walk-on items at the CMP Monthly Meeting. The team began reviewing the term "deferred" and there was discussion that the deferred status was unclear. Dixon stated that deferred does not imply accepted or denied. The team determined that the CLECs could request a deferred status would apply to those CRS denied by Qwest which are not being taken into escalation/dispute resolution by the CLECs. The team then reviewed that language regarding the notification and posting of Qwest responses to the CRs. Schultz stated that Qwest would post all notices and provide an e-mail notification to the CLEC community of the CR response. Wicks asked if there was a fixed timeframe for providing CR responses. Schultz stated that there were many variables which affected the CR response timeframe given that CRs can be modified by the CLECs at the CMP Monthly Meeting. The team agreed to language that outlined the timeframe for a modified response. Discussion then moved to the term "originating" CLEC. It was determined that any CLEC can initiate an escalation/dispute resolution on a CR and the language was developed that allows the ownership of a CR to be transferred to any other CLEC. The team then reviewed the language regarding implementation and CLEC evaluation after the CR has been implemented. The team agreed to the 60 day evaluation period and finished the document. Discussion then followed regarding whether the language should be adopted into the Master Redline. It was determined that the Master Redline include "interim" in the title, and it was decided that the language that had been reviewed in Attachment 5 be incorporated into the Master Redline. Schultz stated that rather than have the team review the "CLEC OSS Interface CR Initiation Process" that Qwest would modify that language based on what had been discussed and agreed to with the "CLEC Product/Process CR Initiation Process". The team agreed.

Sandy Evans-Sprint stated the narrative developed by the team did not address all details of the process. Evans stated that tables or matrices should be developed that outlined the steps in each process. Judy Schultz-Qwest stated that a table format for CLEC initiated Product/Process CRs had been developed and provided at the Oct 2nd session. Judy Lee requested that Sandy Evans bring back some examples of how the CR process flows information could be formatted in a table or matrix.

The team then reviewed Qwest's language in Attachment 6, "Qwest Proposed Changes to Existing OSS Interfaces". The first item the team reviewed was the development view. Tom Dixon-WorldCom asked what was included in a six month View. Mark Routh-Qwest stated that Qwest presently had a development view through IMA 9.0. Sharon Van Meter-ATT asked if the development view included things like the delta of changes and coding detail. Routh stated that the development view was of the baseline candidates. Routh further stated that the twelve month view would be a view of the pending releases. Jeff Bisgard-Qwest added that the six month view gives more details. Liz Balvin-WorldCom asked if all types of OSS Interface changes would be processed as CRs, and what was the implication of identifying production support in a separate section. Judy Schultz-Qwest responded that all types of changes, i.e., Regulatory, Industry Guideline, Qwest originated, and CLEC originated would be processed as CRs, but that severe Production Support issues would need to be fixed immediately and the team agreed it was not feasible to bring those through the CR process. Discussion then turned to the development view and it was determined that the twelve month view would be provided by Qwest to the CLECs quarterly. The team then discussed the release schedules Qwest has in place. Routh stated that Qwest schedules three major and three point IMA releases each year. Megan Doberneck-Covad asked if all releases had a fixed schedule. Bisgard replied that the releases are scheduled roughly two months apart, and that with a point release Qwest tries not to impact the CLECs coding. Terry Bahner-ATT stated that point releases do affect the CLECs more than Qwest understands. Liz Balvin-WorldCom stated that with the 8.01 implementation there could be efficiency impacts to the CLECs that needed to be understood. Sandy Evans-Sprint stated that she agreed with Balvin, and that there would be impacts to CLECs with point releases. Tom Dixon-WorldCom stated that there needed to be a definition of a "major" release. Routh responded that "major" was defined as 8.0, 9.0, 10.0, etc. Judy Lee identified that "major" and "point release" needed definition in the Master Redline. Mitch Menezes-ATT stated that the team needed to review the OBF language that had been lined through and determine if there was additional language that should be developed regarding releases that affected CLEC coding. Dana Filip-Qwest agreed and stated that Qwest would review language that described how Qwest managed releases that affected the CLECs. Mark Routh-Qwest stated the CLECs originally required that there be no more than four CLEC code affecting releases per year. Liz Balvin-WorldCom stated that Qwest needed to keep in mind the documentation and timelines CLECs required when Qwest developed release schedules. Discussion then turned to how GUI releases were managed relative to IMA releases. Judy Schultz-Qwest stated that Qwest would review the language regarding GUI development and implementation.

The team then began reviewing the Issues/Actions Log. Judy Schultz-Qwest stated that for Issue #108 "Changes to PCATs and Tech Pubs", Qwest was developing a schedule for notifications through the end of the year. Mitch Menezes-ATT asked if that was in accordance with the agreements that had been made at the Oct 2-3 Redesign session. Schultz responded that for PCATs, changes could be identified back to the earliest PCAT. Schultz stated that the historical work could begin in Jan 2002, and would take about 3 months to complete. Schultz went on to say that Qwest was reviewing the effort to identify changes in the Tech Pubs. Schultz stated that Qwest needed help from the CLECs in identifying which Tech Pubs were a priority since there were so many Tech Pubs and changes involved. Menezes stated that Qwest needed to identify all changes in the Tech Pubs as a result of commitments made in the 271 workshops, and that ATT could help in prioritizing the list. Tom Dixon-WorldCom stated that Qwest could begin by identifying the changes in Tech Pubs that were referenced in the SGATs, and that changes from November 1999 forward should be the starting point. Menezes asked when Qwest was going to

start identifying documentation changes going forward. Schultz stated that Tech Pub changes would follow the change guidelines agreed to last Redesign session, and that PCAT changes made after November 15th would follow the change guidelines. Schultz then explained to the team that the redline changes would not be visible on the web PCATs. Jim Maher-Qwest stated that there would be two versions of the PCAT on the web. One version would be the current "operating" version of the PCAT on the web, and this web version would not show the draft changes due to HTML presentation limitations. The other version would be a "downloadable" draft document that would have the changes redlined. The draft document would stay on the web until comment cycles had been completed and a final version distributed through the notification process. On the effective date of the change, the HTML "operating" version of the PCAT on the web would be modified to include the changes. The team then reviewed the Issues/Actions Log and updated the log.

Mitch Menezes-ATT then reviewed the ATT memo that was sent in to Qwest regarding the Oct 2 and 3 Redesign session (See Attachment 8). The memo was distributed to the team on October 15th. Menezes stated the memo was fairly self-explanatory but that ATT was seeking clarification on the dates and the commitments Qwest was making in the Redesign session for changes to documentation. Menezes stated that the CLECs did not know how processes were managed post-ROC. The ATT memo also addressed the issue that PID modifications were to be developed and resolved in CMP, and that all systems associated with Performance Measurements and Reporting may be managed through CMP. Megan-Doberneck-Covad stated that there seemed to be an understanding that CMP would be the forum for addressing all data collection and systems associated with PIDs. The ATT memo also addressed the voting procedures the team had pursued at the Oct 2 and 3 meeting. Menezes stated that the team needed to develop language in the interim process that supported voting procedures that had taken place in the Oct 2 and 3 session.

Judy Lee then asked if there was a need for a CLEC caucus, and it was determined that a caucus was not necessary.

Issues/Action Items:

OPEN	CLOSED
#126: Exception Process #127: CR Initiation Form #130: CR Initiation Process—Product/Process #131: Master Redlined Framework #132: 12-Month Development View #133: Terms #134: OSS Interface Releases	#24: CMP POC List #76: Escalation URL #78: Escalation Posting On Website #98: Cr Process #103: CMP Redesign Website #112: Cancelled—Duplicative (#108, 109) #119: Video Conference #120-121, 124: Qwest's Status Report #123: Interim Process #128: CR Initiation Process #129: Master Redlined Framework

Attachment 1

October 16, 2001 Attendance Record

Core Team Members

10/16	Company	Last Name	First Name	Email	Phone	Comments
	Accenture	Powell	Mark			
X	Allegiance Telecom	Wicks	Terry	terry.wicks@algx.com	469-259-4438	
X	AT&T	Bahner	Terry	Tbahner@att.com	303-298-6149	
	AT&T	Hydock	Mike	mkydock@att.com	303-298-6653	
	AT&T	McCue	Bill		Pager 888-858-7243 pin 108884	
X	AT&T	Menezes	Mitch	mmenezes@att.com	303-298-6493	
X	AT&T	Osborne-Miller	Donna	dosborne@att.com	303-298-6178	
X	AT&T	Van Meter	Sharon	svanmeter@att.com	303-298-6178	
	Avista	Thiessen	Jim	jthiessen@avistacom.net	509-444-4089	
	CapGemini	Ferris	Robyn			
X	Covad Communications	Doberneck	Megan	mdoberne@covad.com	720-208-3636	
X	Covad Communications	Gindlesberger	Larry	Lgindles@covad.com	330-209-5499	
	Electric Light Wave	Gunderson	Peder	peder_gunderson@eli.net	360-816-3429	
	Eschelon Telecom	Clauson	Karen	klclauson@eschelon.com	612-436-6026	
	Eschelon Telecom	Powers	Lynne	lpowers@eschelon.com	612-436-6642	
	Eschelon Telecom	Stichter	Kathy	klstichter@eschelon.com	612-436-6022	
	Integra	Littler	Bill	blittler@integratelecom.com	503-793-5923	
	McLeod	Sprague	Michelle	msprague@mcleodusa.com	319-790-7402	
X	Qwest	Bisgard	Jeff	jbiscar@qwest.com		
	Qwest	Blackmun	Jarby	Gblackm@qwest.com		
	Qwest	Crain	Andy	Acrain@qwest.com		
	Qwest	Filip	Dana	Dana.filip@qwest.com	303-992-2819	
	Qwest	Green	Wendy	Wteepe@qwest.com	303-382-8124	
	Qwest	LeMon	Lynne	Llemon@qwest.com	303-965-6321	

X		Qwest	Maier	Jim	Jxmaier@qwest.com	303-896-5637	Scribe
X		Qwest	McDaniel	Paul	pmcdan@qwest.com		

Core Team Members (continued)

10/16	Company	Last Name	First Name	Email	Phone	Comments
X	Qwest	Rossi	Matt	mrossi@uswest.com	303-896-5432	
X	Qwest	Routh	Mark	mrouth@uswest.com	303-896-3781	
X	Qwest	Schultz	Judy	jmschu4@qwest.com	303-965-3725	
	Qwest	Thompson	Jeff	jthomp@qwest.com	303-896-7276	
X	Qwest	Woodcock	Beth	woode@perkincoie.com		
	SBC Telecom	Lees	Marcia	Marcia.lees@sbc.com	314-340-1131	
	Scindo Networks	DeGarlais	Vince	vcedegarlais@scindonetworks.com	720-528-4207	
	Scindo Networks	Gavrilis	George	Gtgavrilis@scindonetworks.com	720-528-4193	
%	Sprint	Evans	Sandy	sandra.k.evans@mail.sprint.com	913-433-8499	
%	Sprint	Young	Barbara	Barbara.c.young@mail.sprint.com	541-387-9850	
	Telcordia	Thompson	Nancy			
%	WorldCom	Balvin	Liz	liz.balvin@wcom.com	303-217-7305	
X	WorldCom	Dixon	Tom	Thomas.f.Dixon@wcom.com	303-390-6206	
X	WorldCom	Hines	Leilani	Leilani.Jean.Hines@wcom.com	303 217-7340	
X	WorldCom	Priday	Thomas	Tom.priday@wcom.com	303 217-4356	
X	WorldCom	Travis	Susan	susan.a.travis@wcom.com	303-390-6845	

Other Participants

10/16	Company	Last Name	First Name	Email	Phone	Comments
	Colorado PUC	Jennings-Fader	Mana	mana.jennings@state.co.us	303-866-5267	
X	Colorado PUC	Quintana	Becky	Becky.Quintana@dora.state.co.us	303-894-2881	
X	KPMG Consulting	Nobs	Christian	cnobs@kpmg.com	415-831-1323	

X		KPMG Consulting	Yeung	Shun (Sam)	shunyeung@kpmg.com	212-954-6351	
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Facilitator

X		XTel Solutions, Inc.	Lee	Judy	soytofu@pacbell.net	650-743-8597	
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Attachment 2

Announcement Date: October 10, 2001
Effective Date: October 16, 2001

Document Number: GENL.
Notification Category: General
Target Audience: CLECs, Resellers

Subject: Agenda for October 16, 2001 CLEC-Qwest Working Session to Modify the Change Management Process

TO:

The agenda for the October 16, 2001 Change Management Process Re-design working session with the Core Team is attached for your reference.

Date: October 16, 2001

Locations: 1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO (you will be greeted at the door)

Time: 9 am to 5 pm Mountain Time
10 am to 6 pm Central Time / 11 am to 7 pm Eastern Time

Conference Bridge: 1-877-847-0304 passcode: 7101617 (hit #)

Meeting material will be emailed to you or you may access the CMP Re-design web site on Friday, October 12: <http://www.qwest.com/wholesale/cmp/index.html>. However, the agenda is attached for your review. Please contact Jim Maher (303-896-5637) to confirm your participation in-person or via the conference line.

Sincerely,

Qwest
Attachment

Meeting material on the CMP Re-design web site

- October 16 CMP Re-Design Meeting Notice and Agenda
- Master Redlined CLEC-Qwest CMP Re-design Framework - Revised 10-03-01
- CMP Re-design Issues and Action Items Log – Revised 10-05-01
- Schedule of CMP Re-design Working Sessions - Revised 10-03-01
- Qwest Proposed CLEC Product and Process CR Initiation Process – 10-09-01
- Qwest Proposed CLEC-Qwest OSS Interface CR Initiation Process – 10-09-01
- Qwest Proposed Changes to Existing OSS Interfaces Language – 10-09-01
- Qwest Proposed CR Prioritization Language – 10-08-01

Working Session to Negotiate A Modified Change Management Process
Tuesday, October 16, 2001
9 am to 5 pm Mountain Time / 10 am to 6 pm Central Time
1801 California Street, 23rd Floor, Executive Conference Room, Denver, CO
Conference Bridge: 1-877-847-0304 Passcode: 7101617 (hit #)

AGENDA

- | C. | TOPIC | LEAD |
|----|--|-----------------------|
| | Introduction (9:00 am – 9:15 am MT) | Judy Schultz, Qwest |
| | • Review Core Team Membership | Judy Lee, Facilitator |
| | • Review Agenda | |
| | Discussion and Status (9:15 am – 4:15 pm MT) | All |
| | 9:15 am – 9:45 am | |
| | • Consensus to adopt or not adopt the Proposed Interim CMP CR work flow for Product/Process as language to be included (but not limited to) in the Master Redlined framework (Item #123) | |
| | 9:45 am – 11:30 am (including a 10-minute Morning Break) | |
| • | Change Request Initiation (#53, 88-89, 94, 98, 118) | |
| | • Change to an Existing Interface and Requirements Review (Action #51, 52, 53) | |
| | – Application-to-Application | |
| | – Graphical User Interface | |
| | • Prioritization Process | |
| | 11:30 am – 12:30 pm Lunch | |
| | 12:30 pm – 2 pm (Continue Discussion above) | |
| | 2 pm – 3:30 pm | |
| | • Status on October Product, Process and Tech Pub Notifications (#108-109, 114) | |
| | • Propose language for “CLEC operating procedures” (#110) | |
| | • Propose language for “good faith” (#91) | |
| | • Retail Parity (#95, 105) | |
| | 3:30 pm to 3:40 pm (10-minute Afternoon Break) | |
| | 3:40 pm to 4:15 pm | |
| • | Outstanding Issues/Action Items #24, 40, 42, 70, 76-79, 103, 111-112, 119, 120, 121, 124 | |
| | CLEC Caucus Period (4:15 pm to 4:45 pm MT)—if needed | |
| | Next Meeting (4:45 pm to 5 pm MT) | |
| | • Determine discussion items for next working session | |
| | • Determine what supporting material is needed for the session | |
| | Adjourn | |

ATTACHMENT 3

UPCOMING WORKING SESSIONS

Dates/Time	Location	Element
DATE: Tues., Oct 30, Wed., Oct 31, and Thurs., Nov 1 TIME: 9 am-6 pm CT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • OSS Interface Change Request Initiation • Changes to an Existing Interface and Requirements Review (continue) <ul style="list-style-type: none"> - Application-to-Application - Graphical User Interface • Prioritization of OSS Change Requests • Introduction of a New Interface • Retirement of an Existing Interface • Interface Testing • Exception Process • Production Support • Training • Re-visit the CMP Web Site section • Managing the CMP • Determine elements for Product and Process CMP discussions (future sessions)
DATE: Tues., Nov 13 TIME: 9 am-5 pm MT 10 am-6 pm CT Conference bridge line: 1-877-847-0304 (Passcode 7101617#)	1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Continue CMP discussion on OSS Interface or begin discussion on Product/Process
DATE: Tues., Nov 27, Wed., Nov 28, and Thurs., Nov 29 TIME: 9 am-5 pm MT 10 am-6 pm CT Conference bridge line: 1-877-847-0304	1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Continue CMP discussion on OSS Interface or begin discussion on Product/Process

Dates/Time	Location	Element
(Passcode 7101617#)		
<p>DATE: Mon., Dec 10 and Tues., Dec 11</p> <p>TIME: 9 am-5 pm MT 10 am-6 pm CT</p> <p>Conference bridge line: 1-877-847-0304</p> <p>(Passcode 7101617#)</p>	<p>1801 California Street 23rd Floor, Executive Conf Rm. Denver, CO</p>	<ul style="list-style-type: none"> Continue CMP discussion on OSS Interface or begin discussion on Product/Process

WORKING SESSIONS ALREADY HELD

Dates/Time	Location	Element
Thursday, July 11— COMPLETED	1801 California Street, Denver, CO	<ul style="list-style-type: none"> • Kickoff
Thursday, July 19— COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Introduction • Scope • Administration—Managing the Change Management Process
Tuesday, August 7 and Wednesday, August 8— COMPLETED	1801 California Street Denver, CO	<ul style="list-style-type: none"> • Performance Measurements (informational) • Notification Process • Distribution List • Web Site • Tracking (e.g., CR and RN status definition, naming convention)
Tuesday, August 14 and Thursday, August 16— COMPLETED	1005 – 17 th Street, 1 st Floor, Junior Board Room Denver, CO	<ul style="list-style-type: none"> • Managed Changes—Existing (including Types of Change)—to be continued • Prioritization—re-scheduled • Exception Process (added by Qwest after 7/19 meeting)—re-scheduled
Wednesday, Sep 5 and Thursday, Sep 6—COMPLETED	1801 California Street 23 rd Floor, Executive Conference Room, Denver, CO	<ul style="list-style-type: none"> • Interim Exception Process • Managed Changes—Existing (including Types of Change)—re-scheduled • Prioritization—re-scheduled • Exception Process—re-scheduled

WORKING SESSIONS ALREADY HELD (continued)

Dates/Time	Location	Element
Tuesday, Sep 18 and Thursday, Sep 20—COMPLETED	1801 California Street 23 rd Floor, Executive Conference Room, Denver, CO	<ul style="list-style-type: none"> • Escalation and Dispute Resolution Process • Re-visit Introduction and Scope (continuing on Oct 2) • Managed Changes—Existing (including Types of Change)—to be continued • Release Requirements (e.g., Initial, Walk-through, Comment Cycle, Final, Release Testing)—re-scheduled due to agenda changes • Prioritization—re-scheduled due to agenda changes • Exception Process—re-scheduled due to agenda changes
Tuesday, Oct 2 and Wednesday, Oct 3—COMPLETED	200 South 5th Street, 1 st Floor, Multi-purpose Room, Minneapolis, Minnesota and 1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Qwest's 271 Status Report to CO PUC • Introduction and Scope • Change Request Initiation (continue on Oct 16) • Changes to an Existing Interface (rescheduled)
Tues., Oct 16—COMPLETED	1801 California Street 23 rd Floor, Executive Conf Rm. Denver, CO	<ul style="list-style-type: none"> • Change Request Initiation (CLEC and Qwest) • Changes to an Existing Interface (to be continued) <ul style="list-style-type: none"> - Application-to-Application - Graphical User Interface • Prioritization of OSS Change Requests—rescheduled

ATTACHMENT 4

CLEC-Qwest Change Management Re-design Working Sessions Core Team Issues/Action Items Log—OPEN

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
13G	Action	August 8 Meeting	CMP Web Site	Re-visit the redlined CMP framework element, "Qwest Wholesale CMP Web Site" at a later working session.	Core Team	Sep-20 Extended to Nov 13	Re-visit this element to insure all items are addressed in the re-designed CMP framework.
40	Issue	August 14 Meeting	Notifications	Are Call Center outages included in the "outages" sub-category – should they be?	Qwest – Judy Schultz	Sep-5 Extended to Sep-20 Oct-15 Oct 30- Nov 1	Qwest will provide notice on the process via mail-out
42	Action	August 14 Meeting	Notification	Investigate how notifications are done for Network outages, including a paging broadcast capability. 9/5: Does the SGAT language pertaining to method of notification for Network outages need to be revised based on Qwest practice?	Qwest – Jim Maher Andy Crain	Sep-6 Extended to Sep-18 Sep-20 Oct-2 Oct-16 Oct 30- Nov 1	Related to Item #66 Beth Woodcock to contact Andy Crain to provide information at the Oct 30-Nov 1 session.
51	Action	August 16 Meeting	Types of Changes— OBF V.4 Terms	Obtain SGAT language for versioning release language. 10/16: Define versioning	Qwest— Judy Schultz Andy Crain Core Team	On-going	Pull language on OSS versioning currently in SGAT. "Versioning" will be defined in the Terms session at a later date.
52	Action	August 16 Meeting	OBF V. 1	Create language in OBF version 1 in Change to Existing Interfaces section VII. Also	Qwest – Judy Schultz	Sep-5 Extended to Sep-20	

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				address 'defects.'		Oct-2-3 Oct-16 Oct 30- Nov 1	
53	Action	August 16 Meeting	Qwest CMP Process Document	Revise Qwest CMP process document to incorporate added language and proposed changes/improvement s to the overall process to provide a basis for comparison and discussion with the CMP Re-Design Core Team.	Qwest – Judy Schultz	Sep-5 Extended to Sep-20 Oct-2-3 Ongoing	Qwest to use redlined CMP format for its proposed language
68	Action	Sep 6 Meeting	271 Workshop 18 COIL Items	Review the 18 items and verify that they will be addressed in the CMP re-design	Core Team	On-going	
69	Action	Sep 6 Meeting	Qwest Status Report	Review red lined document and Qwest status report prior to scheduled filing. 9/18: Qwest to provide documents to participants no later	Core Team	On-going	Andy Crain to distribute documents no later than Sep 27 for re- design team review prior to Oct 2 meeting. Will visit at each meeting.

**CLEC-Qwest Change Management Re-design Working Sessions
Core Team Issues/Action Items Log—OPEN**

Revised—October 16, 2001

#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				than Sep 27 for review.			
70	Issue	Sep 6 Meeting	CLEC Review of Tech Pubs and PCAT Changes	What is Qwest's proposal for CLECs to review and provide comments to notices on Tech Pub and PCAT changes – what is the role of the CMP group (monthly) in these proposed changes?	Qwest – Judy Schultz	Sep-18 Extended Sep-20 Oct-2-3 Oct-16 Until Deployed	Susie Bliss will provide overview of the process at the Sep 19 CMP product/process meeting. Defer until discussion on Scope is scheduled. Scheduled call on October 5 – Susie Bliss. 10/16: Issue remains open until the interim process is implemented.
88	Action	Sep 18 Meeting	CMP Process	Propose language for "proprietary CR"	Core Team	Sep-20 Extended Oct-3, -16 Oct 30- Nov 1	
89	Issue	Sep 18 Meeting	CMP Process	What is the process for a CLEC-originated CR deemed proprietary?	Core Team	Oct-3 Extended Oct-16 Oct 30- Nov 1	
91	Action	Sep 18 Meeting	Introduction and Scope	Define "good faith" and "normal CMP process" (3.4.1)	Tom Dixon Andy Crain	Sep-20 Extended Oct-3 Oct-16 Oct 30- Nov 1	
92	Action	Sep 18	CR Process	Include in the CR	Core	Sep-20	Sub-committee to create

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		Meeting		Process a step for CLECs to discuss the CR after clarification process and before prioritization.	Team	Extended Oct-3 Oct 30 - Nov 1	language and distribute to Core Team by Sep 27. Oct 3: Qwest to put language around these issues Oct 16: Qwest will share proposed language at the next session.
93	Action	Sep 18 Meeting	Exception Process	What is the process for an Exception item during prioritization?	Core Team	Sep-20 Extended Oct 30- Nov 1	
94	Issue	Sep 20 Meeting	CR Process	How will the CR Process address 'draft' industry guideline changes?	Core Team	Oct-3 Extended Oct-16 Oct 30- Nov 1	
95	Issue	Sep 20 Meeting	Parity	What is the process for discovering retail parity issues after the conclusion of the 271 workshops? 10/16: CLECs to review information on the web site and provide comments at the Oct 30-Nov 1 re-design session.	Qwest— Judy Schultz Core Team	Oct-2-3 Extended Oct-16 Oct 30- Nov 1	Qwest to provide checklist used by Retail to screen change proposals for potential CLEC impacting. Related to #105. 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation.
99	Action	Sep 20	CR Process	Qwest to provide	Qwest—	Oct-31	

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		Meeting		language on Production Support. Also address severity levels and defects.	Judy Schultz	Extended Nov 13	
100	Action	Sep 20 Meeting	Schedule Working Sessions	Determine the elements for CMP Product/Process	Core Team	Oct 16 Extended Nov 13	
104	Action	Oct 2 Meeting (Meagan – Covad)	Parity in changes	Who has responsibility for determining whether or not a change in retail is CLEC impacting and requires notification via the CMP process	Qwest – Judy Schultz	Oct 16 Extended Oct 30- Nov 1	Related to #105
105		Oct 2 Meeting (Dixon – WCom)	Parity	Provide training package and check list used by Qwest to train retail in identifying changes that impact CLECs Provide sample mail outs for retail changes – (Retail only change and Retail CLEC impacting change)	Qwest – Judy Schultz	Oct 16 Extended Oct 30- Nov 1	This is replaces # 95; related #104 Option 1 – Qwest sends everything Option 2 – Qwest screens notification to only CLEC impacting changes 10/16 COMPLETED: This checklist is on the web on the CMP re-design web site under Re-Design documentation

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				Code of Conduct – what is the disciplinary action when guidelines – (includes compliance) are not adhered to			PENDING: Examples of mail outs for retail changes will be provided at Oct 30-Nov 1
106	Action	Oct 2 Meeting	Definition of terms	Define terms used in Paragraph 2 in the body of the document (scope and introduction) and in the glossary of terms table on page 41 of the Master Red lined document. What is OBF's definition?	Core Team	Ongoing	Terms: Design, Development, Notification, Testing, Implementation and Disposition
107	Action	Oct 2 Meeting	Scope— Roles and Respon.	Define "Roles and Responsibilities" of Qwest and CLEC representative/s as it appears on Paragraph 3 of the Scope	Core Team	Oct 30- Nov 1	Reference language under Administration per OBF structure
108	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Research tech pubs and PCAT changes that have been	Qwest – Judy Schultz	Oct 46 Extended Oct 30-	Also present at the Oct 17 CMP Product/Process meeting

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				released thus far as they relate to 271 workshop commitments Provide a list of notifications that are to be released 10/16: Can Qwest improve the delivery timeframe for previously released changes to PCAT and Tech Pubs?		Nov 1	10/16: Already released PCAT changes will be highlighted in Green and will be available March 2002 (estimated 3 months of work).
109	Action	Oct 2 Meeting	PCAT – Tech Pub Notification	Put together snapshot view of notifications to be released going forward in order to formulate and implement an adequate interim process for CLEC notification for PCAT and Tech Pub changes.	Qwest – Judy Schultz (Susie Bliss)	Oct 3 Extended Oct 16 Oct 30- Nov 1	Presented during Oct 3 re-design Conference call scheduled for Oct 5 to discuss. 10/16: PCAT schedule will be posted by 10/19; Tech Pub and OSS Interface schedules will be posted by 10/26.
110	Action	Oct 3 Meeting	CLEC Operating	Define “CLEC operating procedures”	Qwest – Andy	Oct 16 On-going	Will be discussed offline on Oct 5 – Susie Bliss (develop

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			Procedures	under Terms table in master redline document.	Crain (Susie Bliss)		checklist) 10/16: Define the term "operating procedures" at a later session.
111	Issue	Oct 3 Meeting	Document	CLEC consensus on "red lining" document changes and to include a running log in front of the document highlighting the changes	Gere Team Judy Lee	Oct 16 Extended Oct 30- Nov 1	CLECs need to see sample of red-lined document and historical change log 10/16: Sandy Evans provided Judy Lee with a sample from BellSouth. Judy Lee to share samples with the Core Team at the next session.
114	Issue/ Action	Oct 3 Meeting	CLEC Impacting Check Sheet	Put together internal check sheet to assist Qwest in assessing whether a change is CLEC impacting Susie to set up a meeting with the CLECs to discuss on Oct 5. 10/16: Qwest to distribute minutes from the 10/5 Susie Bliss call and to share with the re-design Core	Qwest - Judy Schultz (Susie Bliss)	Oct 16 Extended Oct 30- Nov 1	Attendees include – but are not limited to: Allegiance WCom Eschelon AT&T 10/16: Several items were stated with the idea that this list will be 'living' and will be updated as necessary. Qwest to share minutes from Oct 5 Susie Bliss call and the check sheet to determine if a change is CLEC impacting at the next session.

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#	Issue/ Action	Originator	Category	Description	Owner	Due Date	Resolution/Remarks
				Team the check sheet at the next session.			
115	Action	Oct 3 Meeting	SGAT Language	Revisit proposed SGAT language at the conclusion of the Re-Design process	Core Team	On-going	
116	Issue	Oct 3 Meeting	New Product Offerings	Are new product offerings brought to CMP as a Change Request?	Core Team	TBD	Will address later during CMP discussion on Product/Process.
118	Action	Oct 3 Meeting	Criteria for Deny	State the criteria for Deny (reasons why) for the CR process.	Qwest—Judy Schultz	Oct 16 Extended Oct 30-Nov 1	Criteria examples: Specific regulatory ruling Qwest Policy Business (e.g., Cost)
126	Issue	Oct 16 Meeting	Exception Process	What process allows CRs to be submitted less than the agreed upon timeframe for CR presentation at the upcoming CMP meeting? Will the Exception Process accommodate this situation?	Core Team	Oct 30-Nov 1	Language for the Exception Process and/or CR Initiation Process.
127	Action	Oct 16 Meeting	CR Initiation Form	Allow an entry to provide available	Qwest—Judy	Oct 30-Nov 1	Rollout at next CMP meeting in November

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				timeslots for Clarification Meeting	Schultz		
130	Issue	Oct 16 Meeting	CR Initiation Process— Product/ Process	What is the timeframe when Qwest provides a notice on a CR response and be able to post on the website?	Qwest— Judy Schultz	Oct 30- Nov 1	Language under CR Initiation Process—Product/Process
131	Issue	Oct 16 Meeting	Master Redlined Framework	Can the framework include Tables to clarify steps and timeframes for each process such as the BellSouth Change Control framework? 10/16: Sandy Evans will create a Table to seek consensus at the next session.	Sprint— Sandy Evans	Oct 30- Nov 1	
132	Action	Oct 16 Meeting	12-Month Development View	Review the release calendar to insure details are included for Release 9.0 and 9.1.	Qwest— Mark Routh	Oct 30- Nov 1	
133	Issue	Oct 16 Meeting	Terms	Define "major" and "point" OSS interface releases.	Core Team	On-going	Define under Terms